Student Account Passwords Information and Troubleshooting

For Parents

This guide sets expectations, answers frequently asked questions, and provides information to ensure success using your student's computer account.

Contents

Expectations we have for parents and students

- Utilize the IT Service Desk Self-Service Portal for computer and account related questions
  - The portal utilizes a friendly form to gather the information we need to retrieve your student's account information and act on your request. Requests placed on the portal will be given the highest priority. Please avoid emailing or calling staff directly unless you have been instructed to do so.
- Establish your student's password reset security questions so that you can reset forgotten passwords.
  - Instructions provided below
- Be familiar with password reset procedures (keep this document handy)

## Step 1: Verify that your student can log into their school-issued devices and applications

1. If you know your student's username and password and they are already using our resources, that's great! Skip ahead to the next section.
2. If your student does not remember his/her username or password, contact the Service Desk via the portal and fill in as much information as you have.
   https://cdschools.sysaidit.com/servicePortal

Step 2: Sign up for Self-Service Password Assistance

At this point, your student is successfully logging in and using the district's online learning resources. Kudos! Next, let's get you set up on Microsoft's Office 365 portal with challenge questions so you can reset the password in the event you lose it. This will save you valuable time waiting for IT staff to reset it and get back to you.

1. Go to office.com, sign in with your student's district-assigned email address and current password. (Ex. 22mylogin@students.cdschools)
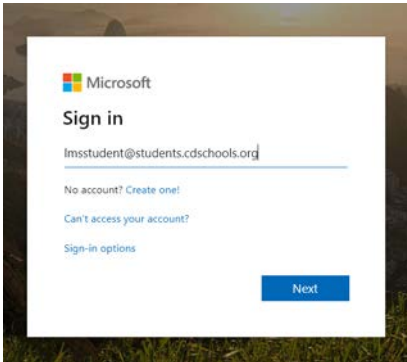
2. When prompted for more information, click Next
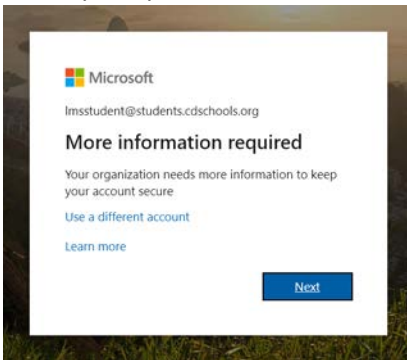
3. The next screen presents you with three options. Select the method that works best for you. Younger students will rely on you for assistance so consider using your personal phone or email. Older students may wish to handle password resets on their own so consult with them if you feel they can manage their own password resets and have personal phones, email accounts, or can remember answers to the security questions. We have found that using a phone number or email address works best.
   a. **Authentication Phone** - This will send a text message or call a number with an Authorization code to reset password.
   b. **Authentication Email** – This will send an email message containing an authorization code.
   c. **Security Questions** – This will allow you setup Questions that you will need to answer in order to reset your password.
4. Once finished, you can now reset forgotten passwords on your own, 24 hours a day. Thank you for completing this process!

# Additional Information & Procedures

For Middle School and High School students – Changing your password every 90 days

Note: This does not apply to our elementary students. Their passwords do not expire.

Note: You do not need to complete this procedure until your student is prompted that his/her password will expire soon.

Students are prompted to change their passwords as the 90-day threshold approaches.
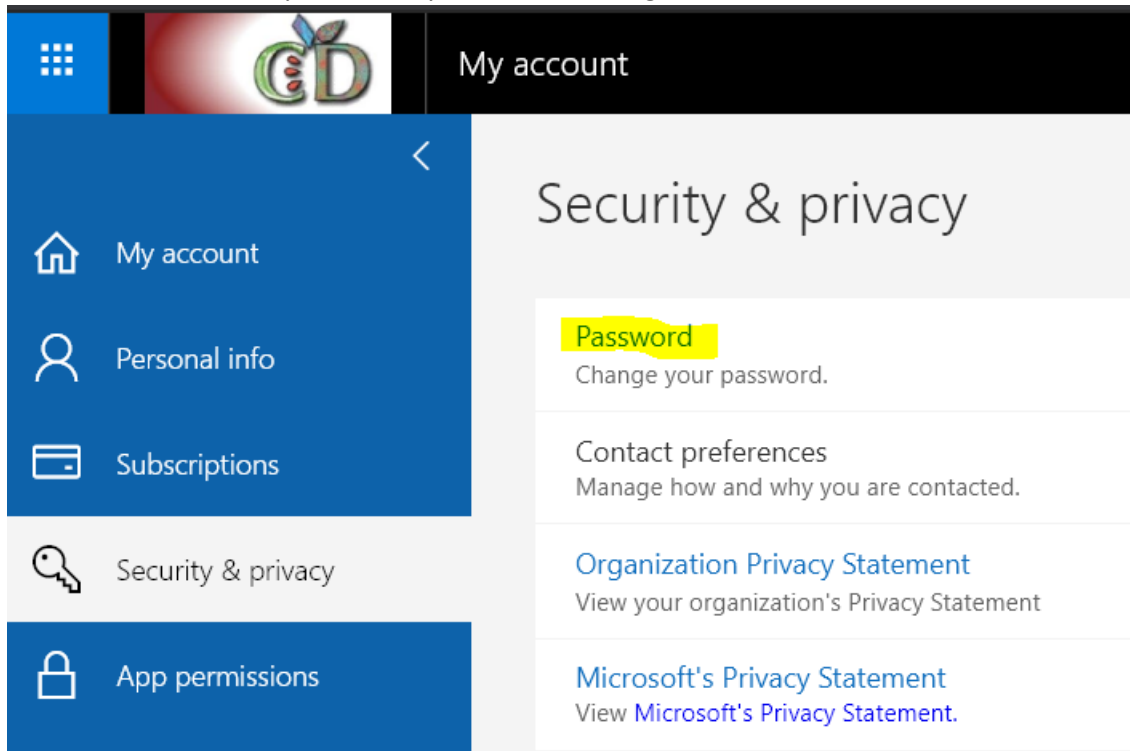
1. Sign into office.com account with the student's email address and current password. (Ex. 22mylogin@students.cdschools)
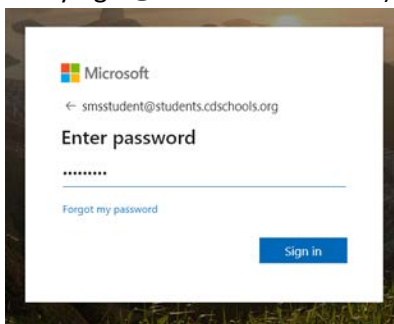
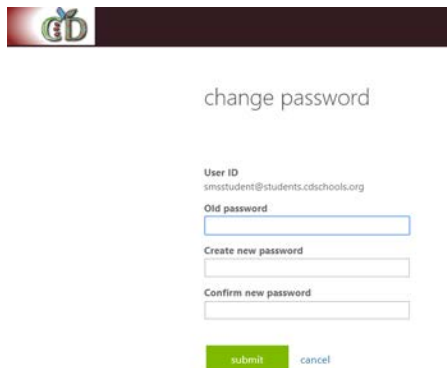2. In the top Right click the initials and click My Account
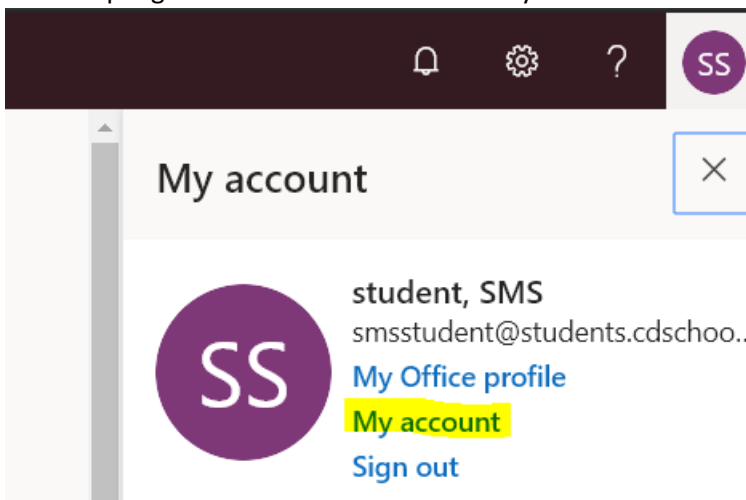
3. On the left click Security and Privacy, and Select Change Password

4. Fill in the form and make a note of the new password

For all students – I forget my password, how do I reset it?

Note: This procedure relies on previously signing up for Self-Service Password Assistance. If you haven't, contact the IT Service Desk Self-Service Portal for assistance resetting your student's password.

1. Go to https://passwordreset.microsoftonline.com/
2. Enter your student's email address and the text presented in the box with no spaces. Click Next

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

student@students.cdschools.org

Example: user@contoso.onmicrosoft.com or user@contoso.com

q3skoxw4

Enter the characters in the picture or the words in the audio.

Next   Cancel

3. Select I forgot my Password and click Next
4. Choose the recovery method selected when you signed up
5. Once completed, you will get the access code required to complete the password reset
6. Enter a new password (twice) and Click Finish

Microsoft

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

****

* Confirm new password:

****

Finish   Cancel

Frequently Asked Questions

Q: I filled out the Technology Survey and need a Chromebook. When is the next opportunity to pick one up?

A: Information on future distribution events will be sent as they occur.

Q: My student can log into (Canvas / Google Classroom / etc.) but has questions on how to use the applications.

A: Your student's teacher is the best place to go with questions specific to the course or application.