

PASSWORD RESET TOOL INSTRUCTIONS

ADAPTED FROM THE FCS PASSWORD RESET TOOL PDF



PASSWORD RESET TOOL

- **In order to use the password reset tool to change a password or unlock a student or employee account, you MUST enroll first. Please allow at least 15 minutes for the system to update all servers once a password has been reset or changed.**
- **These next slides will show you:**
 - **1. How to enroll**
 - **2. How to change your password or unlock your account.**

ENROLLMENT STEP 1: ENTER YOUR FCS EMAIL ADDRESS

- You only need to enroll once.

Step	Action
I	Enroll
1	<p>Go to the site: http://aka.ms/ssprsetup. You can also access this from the Student Resources page of the FVS site.</p> <p>Enter your Fulton County School email address. For employees, this is in the form login@fultonschools.org. For students, the format is studentid#@fcstu.org. Click Continue.</p> <p>Microsoft Azure</p> <p>Type the email address or phone number of the account you want to sign in with.</p> <p><input type="text" value="Email or phone"/></p> <p><input type="button" value="Continue"/></p>

ENROLLMENT STEP 2: ENTER YOUR PASSWORD

2	<p>Enter Password. Click Sign In.</p> <p>Microsoft Azure</p> <p>Work or school, or personal Microsoft account</p> <p><input type="text" value="d-@fultonschools.org"/></p> <p><input type="password" value="Password"/></p> <p><input type="checkbox"/> Keep me signed in</p> <p><input type="button" value="Sign in"/> <input type="button" value="Back"/></p> <p>Can't access your account?</p>
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ENROLLMENT STEP 3: CHOOSE AT LEAST ONE VERIFICATION OPTION

3 You will be given three verification options. Choose at least one of the options to set up.

Microsoft Azure

/@fultonschools.org | ?

don't lose access to your account!


To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

! Authentication Phone is not configured [Set it up now](#)

! Authentication Email is not configured [Set it up now](#)

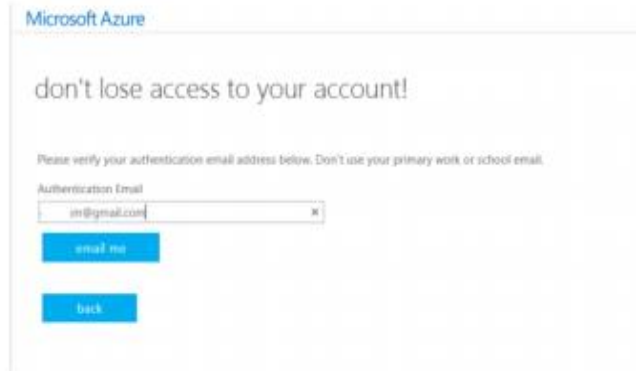
! Security Questions are not configured [Set them up now](#)

ENROLLMENT STEP 4: SET VERIFICATION- PHONE

4	<p>If Authentication Phone is selected, select the country and enter your phone number.</p> <p>Microsoft Azure</p> <p>don't lose access to your account!</p> <p>Please verify your authentication phone number below.</p> <p>Authentication phone</p> <p>United States (+1) </p> <p>555-123-4567 x</p> <p>text me call me</p> <p>back</p> <p>Choose Text me or Call me.</p>
5	<p>A message will be sent with a verification code. Enter that code when requested and click verify.</p> <p>text me call me</p> <p>We've sent a text message containing a verification code to your phone.</p> <p><input type="text"/> verify try again</p> <p>back</p>

ENROLLMENT STEP 4: SET VERIFICATION- EMAIL

- 6 If Authentication Email is selected, enter an email address other than the Fulton County address.



Microsoft Azure

don't lose access to your account!

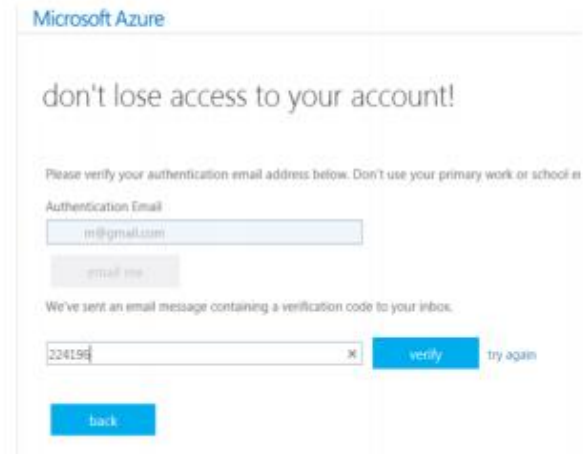
Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

[email me](#)

[back](#)

- 7 A email will be sent with a verification code. Enter that code when requested and click verify.



Microsoft Azure

don't lose access to your account!

Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

[email me](#)

We've sent an email message containing a verification code to your inbox.

[verify](#) [try again](#)

[back](#)

ENROLLMENT STEP 4: SET VERIFICATION- SECURITY QUESTIONS

8 If Security Questions is selected, you will be asked to set up three questions out of a list.

Security question

What school did you attend for sixth grade?
What is your Mom's first name?
What is your middle name?
What was the last name of your 1st grade teacher?
What is your Dad's first name?
Who is your favorite superhero?
In what city did you meet your first spouse/partner?
In what city did your parents meet?
In what city was your first job?
In what city was your mother born?
What is your maternal grandmother's first and last name?
What was the make and model of your first car or motorcycle?
What was the name of the hospital in which you were born?
What was your favorite sport in high school?
What was your first job?
Who is the most famous person you have ever met?

9 Select the questions and enter the answers. Answers must be at least 3 characters long. Click Save Answers.

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

Security question 1

What school did you attend for sixth grade?

Select a new question

Security question 2

What is your favorite food?

Select a new question

Security question 3

What was the name of your first pet?

Rover

✕



Save answers

Back

ENROLLMENT STEP 5: CLICK FINISH


10


Once you have chosen one or more verification processes, click Finish.


[Microsoft Azure](#)

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

 Authentication Phone is not configured. [Set it up now](#)

 Authentication Email is set to derbyjm@gmail.com. [Change](#)

 3 Security Questions are configured. [Change](#)

finish

cancel

PASSWORD RESET STEP 1: ENTER YOUR FCS EMAIL ADDRESS

1

You must be enrolled in order to unlock your account or reset your password.

Go to <https://passwordreset.microsoftonline.com/>.

Enter your Fulton County School email address. For employees, this is in the form login@fultonschools.org. For students, the format is studentid#@fcstu.org. Enter the characters in the picture.




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:

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



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

PASSWORD RESET STEP 2: CHOOSE “I FORGOT MY PASSWORD”

- 2 Choose whether you want to reset your password or unlock your account.
- If you are attempting to change your password even though you know it, choose the “I forgot my password” option.

Get back into your account

Why are you having trouble signing in?

☐ I forgot my password

☒ I know my password, but still can't sign in

This might happen because you tried signing in with an incorrect password too many times.
If you choose this option, you'll keep your existing password and we'll unlock your account so you can sign in again.

[Next](#) [Cancel](#)

PASSWORD RESET STEP 3: VERIFY YOUR ACCOUNT- PHONE

3	<p>Choose a contact method for verification. If mobile phone is selected, enter the phone number.</p> <div><h3>Get back into your account</h3><p>verification step 1 > unlock your account</p><p>Please choose the contact method we should use for verification:</p><div><div><input type="radio"/> Email my alternate email</div><div><input checked="" type="radio"/> Text my mobile phone</div><div><input type="radio"/> Call my mobile phone</div><div><input type="radio"/> Answer my security questions</div></div><div><p>In order to protect your account, we need you to enter your complete mobile phone number (*****20) below. You will then receive a text message with a verification code which can be used to reset your password.</p><div><input type="text" value="4041 220"/></div><div><input type="button" value="Text"/></div></div></div>
4	<div><div><input type="radio"/> Email my alternate email</div><div><input checked="" type="radio"/> Text my mobile phone</div><div><input type="radio"/> Call my mobile phone</div></div> <div><p>We've sent you a text message containing a verification code to your phone.</p><div><input type="text" value="Enter your verification code"/></div><div><input type="button" value="Next"/> Try again Contact your administrator</div></div>

PASSWORD RESET STEP 3: VERIFY YOUR ACCOUNT- EMAIL

- 5 If Email is selected, an email containing a verification code will be sent to your alternate email address.

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

☒ Email my alternate email

☐ Text my mobile phone

☐ Call my mobile phone

☐ Answer my security questions

You will receive an email containing a verification code at your alternate email address (*****@gmail.com).

Email

- 6 Enter the verification code sent to you. Click Next.

Please choose the contact method we should use for verification:

☒ Email my alternate email

☐ Answer my security questions

We've sent an email message containing a verification code to your inbox.

Next

PASSWORD RESET STEP 3: VERIFY YOUR ACCOUNT- SECURITY QUESTIONS

7

If the Security questions option is selected, enter the answers to the three security questions. Click Next.

verification step 1 > unlock your account

Please choose the contact method we should use for verification:

- ☐ Email my alternate email
- ☐ Text my mobile phone
- ☐ Call my mobile phone
- ☒ Answer my security questions

What school did you attend for sixth grade?

Crabapple

What was the name of your first pet?

Rover

What is your favorite food?

Pizza

Next

[Contact your administrator](#)

PASSWORD RESET STEP 4: ENTER A NEW PASSWORD & CLICK FINISH

8	<p>You have successfully unlocked your account!</p> <p>Microsoft</p> <p>Get back into your account</p> <p>✓ Your account has been unlocked</p>
9	<p>To change your password, the same verification process is required. Once complete, the system will ask you to enter a new password which must meet Fulton County requirements.</p> <p>Get back into your account</p> <p>verification step 1 ✓ > choose a new password</p> <p>* Enter new password:</p> <input type="password"/> <p>* Confirm new password:</p> <input type="password"/> <p>Finish Cancel</p>
8	<p>You have successfully completed a password change!</p>