Desktop Password Reset App Instructions

**Important**: Before executing the steps below, the student should restart their device by clicking Start> Power> Restart. After restarting, the button below should appear on the student’s desktop to start the password reset process.

If the button does not appear on the screen OR if they click it to go through the process and it appears to hang or displays an error – it means that the student’s network connection to FCS is bad or off-line. They will need to consult the Remote Learning Hotline (470-254-2300) for assistance.

Once you launch (double-click) the app from your desktop, the following screen will appear:

![Device Information Screen]
Click “Change My Password” to see the following screen:

Enter in your current password and then a new password:
Important: You can type in your current password and then click “Suggest Password” for a new password suggestion. If you select this option, this will now become your new password. Then click “Submit” (see screen shot sample below of this feature).

After clicking “Submit” and after a few seconds, the following message should appear:

IMPORTANT After clicking “Okay”, the computer will go to a locked screen, requiring the student to enter the new password to login again. If the student does not log back in and something happens to the network connection, the new password will not get updated on the local computer.