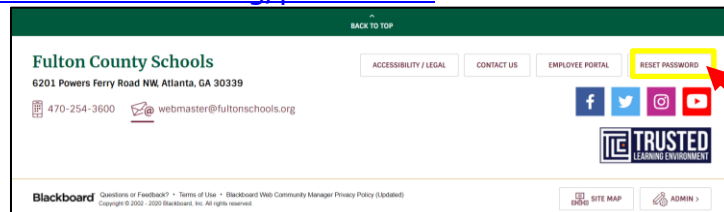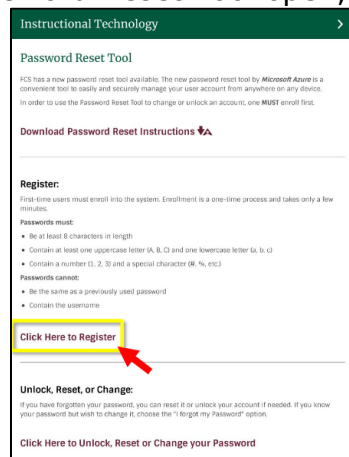# Personal Device Password Reset Instructions

Step 1.   Enroll in the password reset tool.
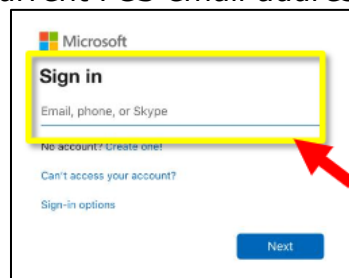
- From the FCS Home page, click "Reset Password" or click the link https://www.fultonschools.org/passwords.
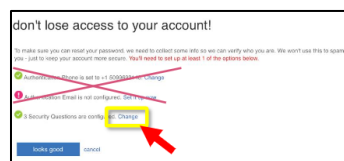

- With the Password Reset Tool open, click "Click Here to Register."

- Enter your current FCS email address and password, i.e. studentid@fcstu.org.

- Add security questions by clicking "Change" next to Security Questions are configure. **Important**: Do not select "Authentication Phone is set to …" or "Authentication Email is not configured…"

- Once you have completed your questions and answers, click "Save Answers."

- After completing one or more verification process, click "Looks good" or "Finish."
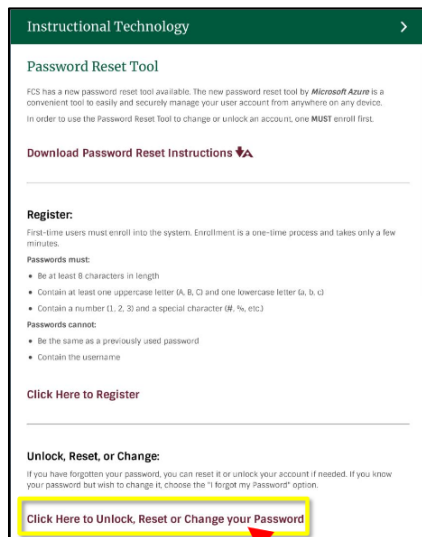

Step 2.   Change your password from the tool

- From the FCS Home page, click "Reset Password" or click the link https://www.fultonschools.org/passwords.

- With the Password Reset Tool open, click "Click Here to Unlock, Reset or Change your Password."

Instructional Technology ›

Password Reset Tool

FCS has a new password reset tool available. The new password reset tool by *Microsoft Azure* is a convenient tool to easily and securely manage your user account from anywhere on any device.

In order to use the Password Reset Tool to change or unlock an account, one **MUST** enroll first.

Download Password Reset Instructions ⬇A

Register:

First-time users must enroll into the system. Enrollment is a one-time process and takes only a few minutes.

Passwords must:

- Be at least 8 characters in length
- Contain at least one uppercase letter (A, B, C) and one lowercase letter (a, b, c)
- Contain a number (1, 2, 3) and a special character (#, %, etc.)

Passwords cannot:

- Be the same as a previously used password
- Contain the username

Click Here to Register

Unlock, Reset, or Change:

If you have forgotten your password, you can reset it or unlock your account if needed. If you know your password but wish to change it, choose the "I forgot my Password" option.
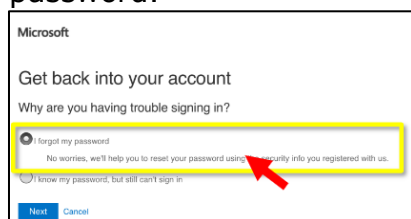
Click Here to Unlock, Reset or Change your Password

- Enter your current FCS email address and password, i.e. studentid@fcstu.org. Click "Next".

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:

username@fultonschools.org

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

VAPDN4

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

Next   Cancel
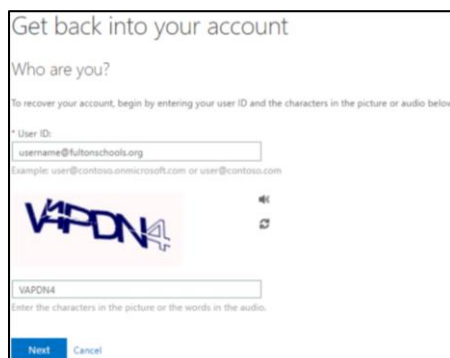
- Select "I forgot my password."

Microsoft

Get back into your account

Why are you having trouble signing in?

◉ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

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

Next   Cancel

- Select "Answer my security questions." **Important**: These are the questions/answers you setup in Step 1. Click "Next."

- Enter your new password.

Important: Password requirements are
- At least 8 characters long and contain three of the following:
- At least 1 uppercase letter (A, B,C)
- At least 1 lowercase letter (a, b, c)
- At least 1 number (1, 2, 3)
- At least 1 special character (#, %,etc)
  - Cannot be the same as a previously used password
  - Cannot contain the username

If you go through this process and it appears to hang or displays an error; it could mean that your network connection to FCS is bad or off-line. Please contact the Remote Learning Hotline (470-254-2300) for assistance.

Step 3. Update the wi-fi on your personal device

Important: These steps are unique to each device. Immediately upon accessing the FCS-Wifi network, you must update your Wifi password (on all previously used devices, i.e. cellphone) with your updated password; otherwise your account may be locked.