PASSWORD RESET TOOL

Instructions

In order to use the Password Reset Tool to change a password or unlock a Student or Employee account, one 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 directions will show:
I  How to enroll
II  How to change password or unlock your account

You only need to enroll ONCE.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Enroll</td>
</tr>
<tr>
<td>1</td>
<td>Go to the site: <a href="http://aka.ms/ssprsetup">http://aka.ms/ssprsetup</a>. You can also access this from the Student Resources page of the FVS site.</td>
</tr>
<tr>
<td></td>
<td>Enter your Fulton County School email address. For employees, this is in the form login@<a href="mailto:login@fultonschools.org">fultonschools.org</a>. For students, the format is studentid#@<a href="mailto:studentid@fcsu.org">fcsu.org</a>. Click Continue.</td>
</tr>
</tbody>
</table>

Microsoft Azure

Type the email address or phone number of the account you want to sign in with.

Email or phone:

Continue

2 Enter Password. Click Sign In.

Microsoft Azure

Work or school, or personal Microsoft account

Email or phone:

Password

Continue

Can't access your account?
3. You will be given three verification options. Choose at least one of the options to set up.

<table>
<thead>
<tr>
<th>Verification Option</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication Phone is not configured</td>
<td>Set it up here</td>
</tr>
<tr>
<td>Authentication Email is not configured</td>
<td>Set it up now</td>
</tr>
<tr>
<td>Security Questions are not configured</td>
<td>Set them up now</td>
</tr>
</tbody>
</table>

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.

4. If Authentication Phone is selected, select the country and enter your phone number.

Choose Text me or Call me.

5. A message will be sent with a verification code. Enter that code when requested and click verify.

6. If Authentication Email is selected, enter an email address other than the Fulton County address.
7 A email will be sent with a verification code. Enter that code when requested and click verify.

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

9 Select the questions and enter the answers. Answers must be at least 3 characters long. Click Save Answers.
Once you have chosen one or more verification processes, click Finish.

II Unlock Account or Change Password

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.
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.

3. Choose a contact method for verification. If mobile phone is selected, enter the phone number.

4. Enter the verification code sent to you. Click Next.

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

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?
   [ ]

   What was the name of your first pet?
   [ ]

   What is your favorite food?
   [ ]

   Next
   Contact your administrator

8. **You have successfully unlocked your account!**

   Microsoft

   Get back into your account
   [ ] Your account has been unlocked

9. **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.**

   **Get back into your account**

   verification step 1 ✓ > choose a new password

   * Enter new password:
     [ ]

   * Confirm new password:
     [ ]

   Finish
   Cancel

8. **You have successfully completed a password change!**