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. Enter your Fulton County School email address. For employees, this is in the form <code>login@fultonschools.org</code>. For students, the format is <code>studentid#@fcstu.org</code>. Click Continue.</td>
</tr>
<tr>
<td>2</td>
<td>Enter <strong>Password</strong>. Click <strong>Sign In</strong>.</td>
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</tbody>
</table>
3 You will be given three verification options. Choose at least one of the options to set up.

- Microsoft Azure

   
   
   
   don’t lose access to your account!

   To make sure you meet 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.

   1. Authentication Phone is not configured
   2. Authentication Email is not configured
   3. Security Questions are not configured

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

   - Microsoft Azure

   
   
   
   don’t lose access to your account!

   Please verify your authentication phone number below.

   Authentication phone

   United States (1)

   555-321-4567

   test me call me back

   Choose Text me or Call me.

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

   text me call me

   We’ve sent a text message containing a verification code to your phone.

   verify try again

   back

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

   main@gmail.com

   email me

   back
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.

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

Unlock Account or Change Password

You must be enrolled in order to unlock your account or reset your password. Go to [https://passwordreset.microsoftonline.com/](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.
Enter the verification code sent to you. Click Next.

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

You have successfully unlocked your account!

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.

You have successfully completed a password change!