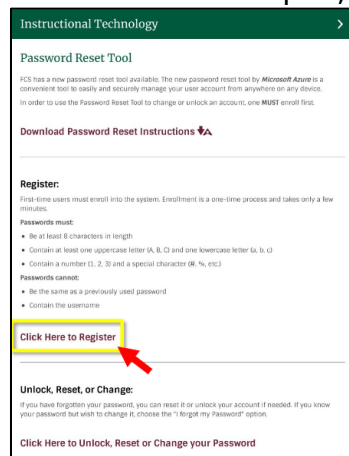


## iPad Password Reset Instructions

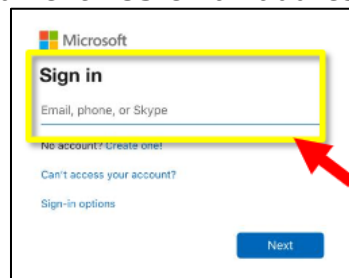
### Step 1. Enroll in the password reset tool



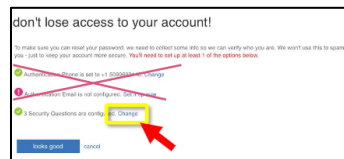
- From the home screen, click on the Password Reset tool -
- With the Password Reset Tool open, click "Click Here to Register."



- Enter your current FCS email address and password, i.e. [studentid@fcstu.org](mailto: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 & answers, 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?  
[text input field]  
[password input field] [Select a new question](#)

**Security question 2**  
What is your favorite food?  
[text input field]  
[password input field] [Select a new question](#)

**Security question 3**  
What was the name of your first pet? [dropdown menu]  
Rover [clear] [checkmark]

**save answers** [red arrow pointing to button]  
**back**

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

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 set to +1 5099693140. [Change](#)
- ✗ Authentication Email is not configured. [Set it up now](#)
- ✓ 3 Security Questions are configured. [Change](#)

**looks good** [red arrow pointing to button] [cancel](#)

## Step 2. Change your password from the tool



- From the home screen, click on the Password Reset tool -
- 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**

**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@fctu.org](mailto:studentid@fctu.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

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 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."

Microsoft

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone  
 Call my mobile phone  
 Answer my security questions

What is your favorite food?

Who is your favorite superhero?

In what city was your first job?

Next

Cancel

- Enter your new password.

Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\* Confirm new password:

Finish Cancel

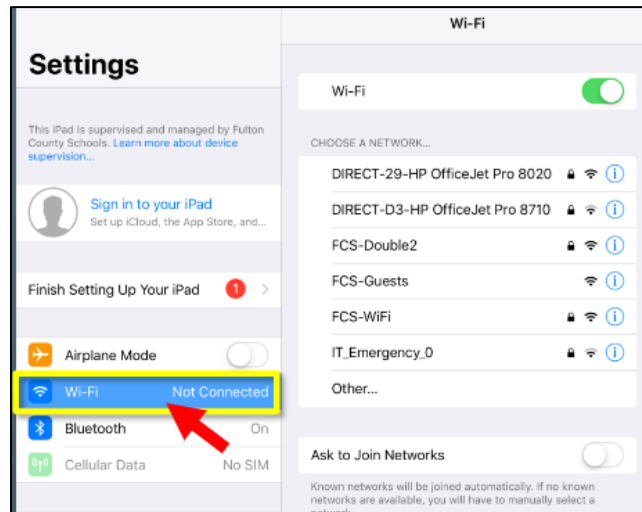
- Important:** Password requirements are
- At least 8 characters long and contain three of the following:
    - At least 1 uppercase letter (A, B,C)
    - At least 1 lowercase letter (a, b, c)
    - At least 1 number (1, 2, 3)
    - At least 1 special character (#, %,etc)
      - Cannot be the same as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



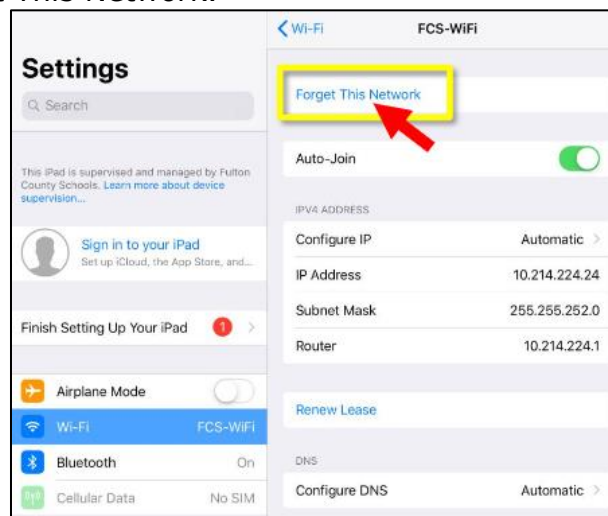
- From the home screen, click "Settings"
- Click "Wi-Fi."



- Next to "FCS-WiFi", click the blue "i."



- Click "Forget This Network."



- Click "Forget."



**Important:** If you are changing your password while on the FCS-Wifi, proceed to the next steps; otherwise stop here.

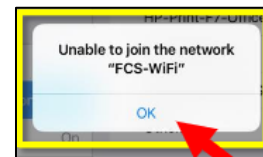
- Click "FCS-WiFi" again.



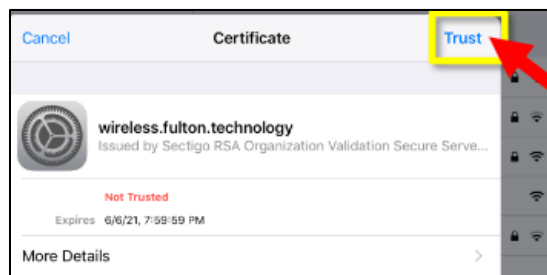
- Enter your FCS credentials. At username, enter fcboestu\(\Userid)\. Do not use "/" . It must be a "\\".



**Important:** If your username and password is not accepted. You will see this message. Click "OK" and try again. If you continue to have trouble. Your account is either locked or your password is incorrect.



- Click "Trust."



- You should see a check mark next to FCS-WiFi.

