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.”

• After completing one or more verification processes, click “Looks good” or “Finish.”
Step 2. **Change your password from the tool**

- From the home screen, click on the Password Reset tool - **[Image](#)**.
- With the Password Reset Tool open, click “Click Here to Unlock, Reset or Change your Password.”

![Password Reset Tool](image)

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

![Enter details](image)

- Select “I forgot my password.”

![Select option](image)
Select “Answer my security questions.” **Important:** These are the questions/answers you setup in Step 1. Click “Next.”

**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\(\text{(Userid)}\). 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.