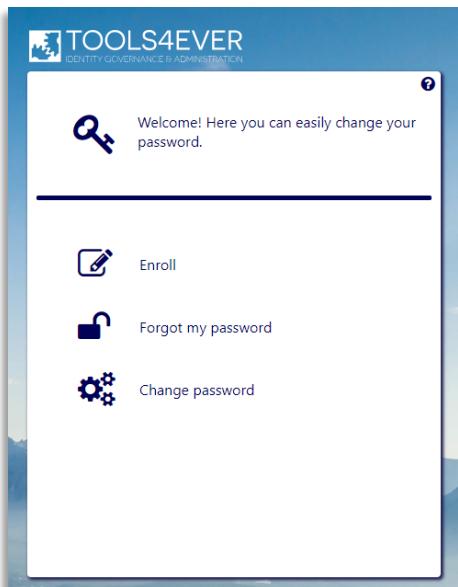


# Resetting Google & Network Passwords

<https://sbo20.gc.k12.va.us/>

To do a quick password reset, use the Password Reset Tool. Links can be found on the on the GCPS homepage.

**MOST students will need to use the Forgot My Password option.**  
*When in doubt, use THIS option.*



Username:

Domain:

Have students enter their username (just the first part). Then, select . (If they don't remember, please contact the main office or the classroom teacher.)

What is your date of birth? (Ex. YYYYMMDD)

Have students enter their birthdate starting with the year. Then, select . (Pay careful attention to format, full year, then a two digit month and a two digit date. For example, if their birthday is January 1, 2003, then it should be entered 20030101.)

What is your phone number? (Ex. 123-456-7890)

Have students enter their home phone number as it is in Powerschool. Then, select . (If they don't know what it is, teachers can look it up in Powerschool under demographics. Also, pay attention to format here. You will need to enter dashes in the appropriate places. Please update your contact information with the school if necessary.)

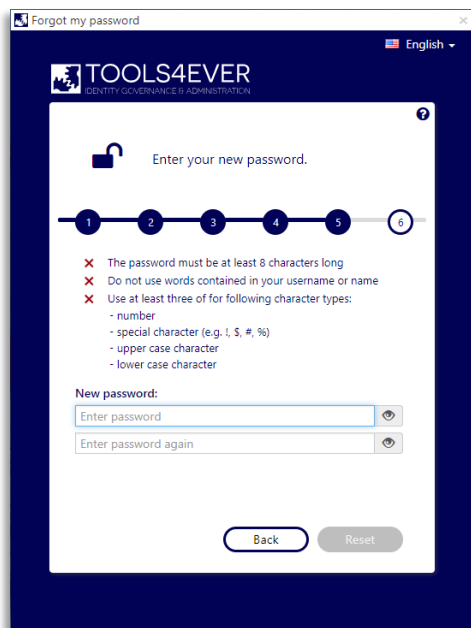
What is your student number?

Have students enter their student ID number. Then, select . (This is their lunch # or their library #.)

Reset my password.

Unlock my account.

Reset my password is the default action here. Select .



Finally, help them create an appropriate password that they can remember. It must be at least 8 characters long, cannot have any part of their username, and it must have a number, special character and upper and lowercase letters. All of the red X's will turn to green checkmarks as you successfully meet the requirements. Finally, select "Reset". (My best suggestion is to have them use their pet's name with their house number or the last 4 digits of a mom/dad's cell phone number and a street name.)