

There are three options on the password reset website: “Enroll”, “Forgot my password”, and “Change password”. Teachers and staff must enroll before using the tool to change or reset a password. Students have been auto-enrolled and are able to use the reset tool immediately.

Enroll

To set up recovery questions to allow a password reset in the future, click on the “Enroll” link and enter your GCPS username and password (used to log into Windows and check e-mail). You will be required to choose and answer three questions that will be presented in the future during a password reset.

Forgot my password

If you are unsure of your password and want to reset it, choose the “Forgot my password” option and answer the security questions you chose during the enrollment step. Answers are not case-sensitive. A total of three cumulative incorrect answers results in a temporary 30-minute block from using the site for password changes. Once you have answered the security questions, you will be free to choose another password that obeys the required password complexity rules listed on the page.

Students will be prompted for their student number, date of birth, and parent/guardian home telephone number. Five cumulative incorrect answers results in a temporary block from using the site.

Change password

This option is appropriate if the current password is known but should be changed. Enter your username and current password, and then choose a replacement password.