

## Password Reset Directions

If you have previously set up security questions for your user account, you may use the Troy School District password management site to change your password or reset a forgotten password at:

<https://password.troy.k12.mi.us>

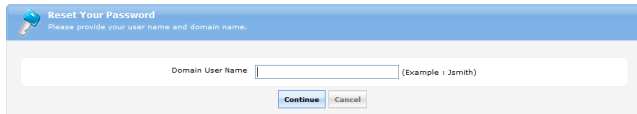
If you want to change your password, and you know your existing password, click the “Change Password” link on the left side of page.

If you forgot your password and need to set up a new password, click the “Reset Password” link under the Sign In box.

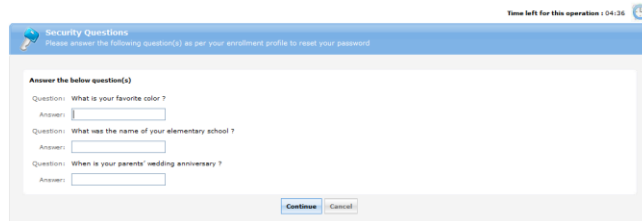
If you clicked the “Change Password” link, the Sign In box in the center of the page will request you login with your current user name and password.

After you login, the Change Password window will appear. You need to enter your old password in the first box and enter a new password in spaces provided. Once all three boxes are filled in, click the “Change Password” button.

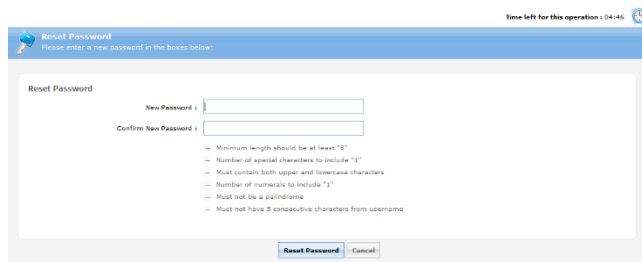
NOTE: The password requirements are listed below the password boxes. Your new password must meet these criteria, or it will not be changed.



If you clicked the “Reset Password” link, the Reset Your Password window will open and request that you enter your Domain User Name. This is the user name used when logging in to your computer.



After you enter your user name, the Security Questions Window will appear. The displayed questions are the security questions you provided answers to when setting up your account. Type the answers to your questions in the spaces provided then click the “Continue” button. Note: This is a timed page – you have 5 minutes to submit answers to your questions or the window will close, and you will need to start over.



After you correctly answer your security questions, the Reset Password window will appear. Create a new password for your account in the spaces provided then click the “Reset Password” button.

NOTE: The password requirements are listed below the password boxes. Your new password must meet these criteria, or it will not be changed. This page is also timed – you have 5 minutes to create a new password or the window will close, and you will need to start over.

Once you have successfully changed or reset your password, the new password you provided will be used for all linked accounts. Computer login, email, Schoology, PowerSchool, etc.

If you cannot remember the answers to your security questions, or if you have trouble creating a new password, please call the help desk at x5092.