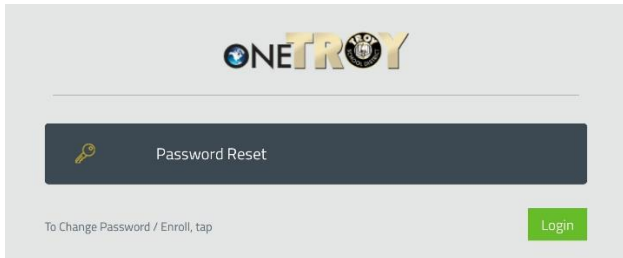


Password Reset Directions – For iPads and Mobile Devices

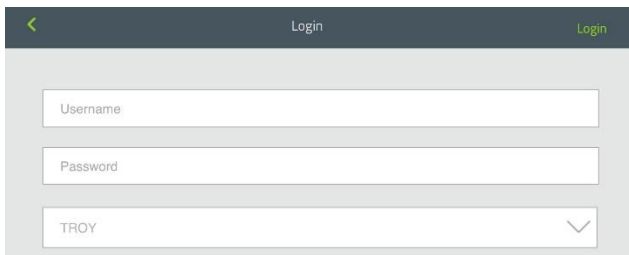
If you have previously set up security questions for your user account, you may use the Troy School District password management site to change your password or reset a forgotten password at:

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

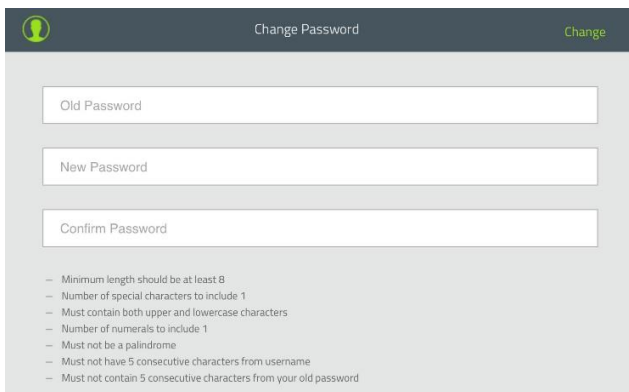


If you want to change your password, and you know your existing password, click the “Login” button on the right side of page.

If you forgot your password and need to set up a new password, click the “Password Reset” button.

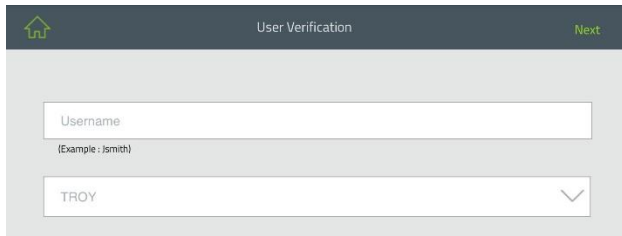


If you clicked the “Login” link, it will then ask you to login with your current username and password.



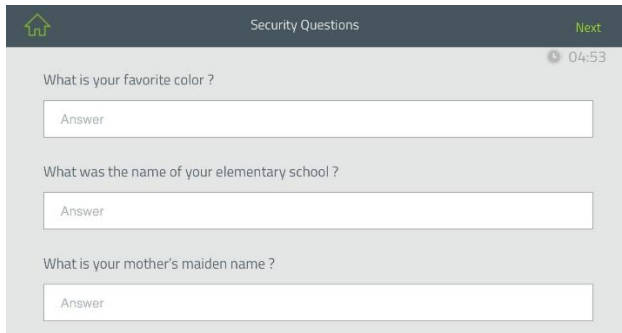
After logging in, the Change Password window will appear. You need to enter your old password in the first box and enter a new password in spaces provided. Once all three boxes are filled in, click the “Change” button.

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



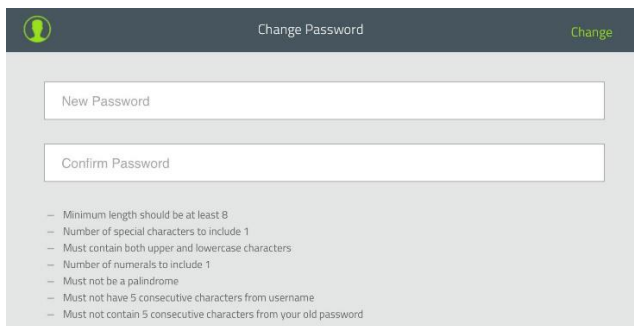
The screenshot shows a 'User Verification' window. At the top left is a home icon, and at the top right is a 'Next' button. Below the title bar, there is a text input field labeled 'Username' with a placeholder '(Example : jsmith)'. Below that is a dropdown menu with 'TROY' selected and a downward arrow.

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



The screenshot shows a 'Security Questions' window. At the top left is a home icon, and at the top right is a 'Next' button. A timer shows '04:53'. There are three questions, each with an 'Answer' input field: 'What is your favorite color?', 'What was the name of your elementary school?', and 'What is your mother's maiden name?'.

After you enter your username, 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 “Next” 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.



The screenshot shows a 'Change Password' window. At the top left is a key icon, and at the top right is a 'Change' button. There are two text input fields: 'New Password' and 'Confirm Password'. Below the fields is a list of password requirements:

- Minimum length should be at least 8
- Number of special characters to include 1
- Must contain both upper and lowercase characters
- Number of numerals to include 1
- Must not be a palindrome
- Must not have 5 consecutive characters from username
- Must not contain 5 consecutive characters from your old password

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.