



# ACPS Service Desk

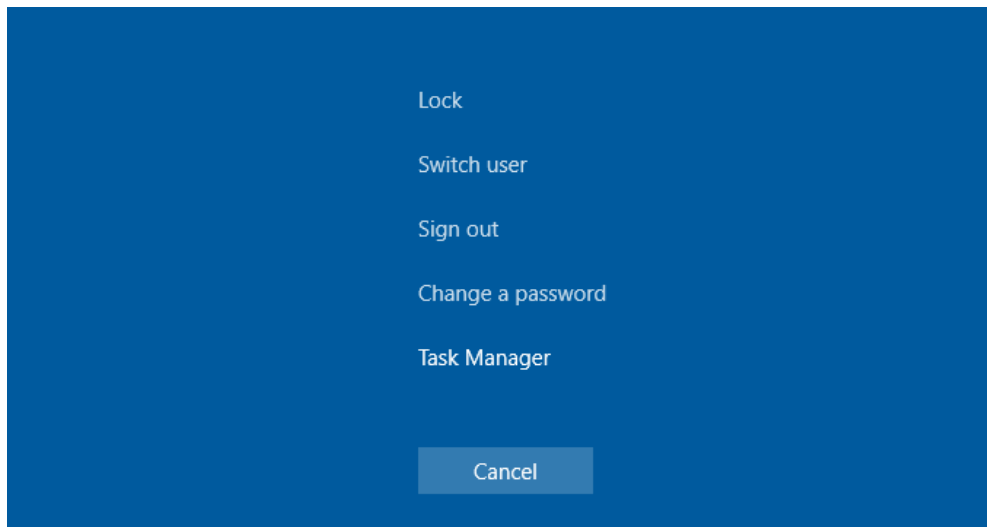
## Knowledge Base

### How To Change Your Password

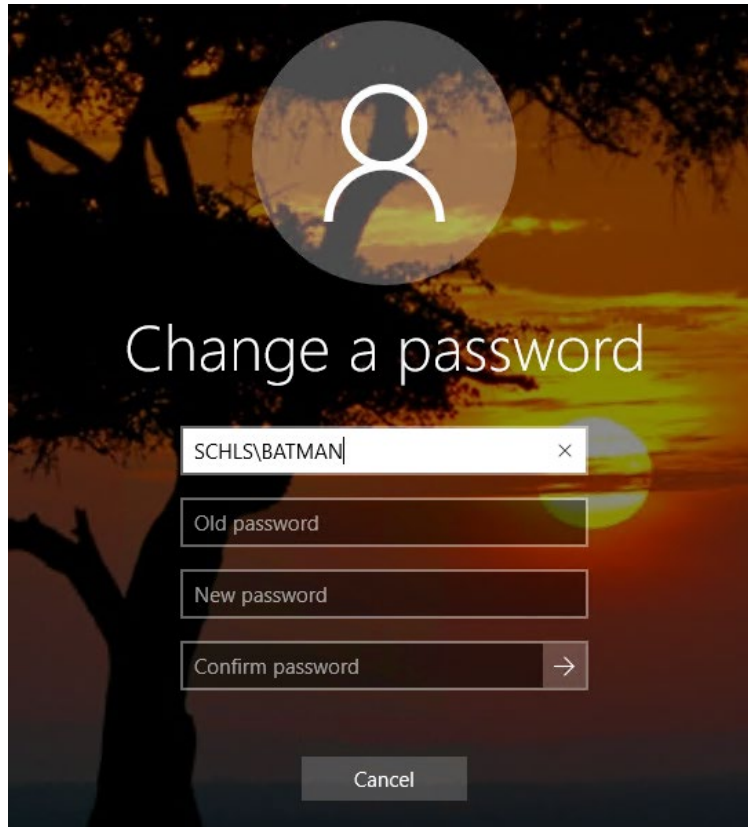
There are two methods you may use for changing your ACPS password. We'll cover both methods below.

#### **1. Ctrl + Alt + Delete**

If you're using an ACPS assigned computer, and you know your current password, you can hit the Ctrl + Alt + Delete keys (in that order) to open the following screen:



Click on **Change a password**.



Verify your username is correct.

Type your current password in the **Old password** field.

Type your new password in the **New password** field.

Type it again in the **Confirm password** box. Click on the arrow pointing right to finish the change.

Blamo! Password changed successfully.

## 2. Use the Self-Password Reset Tool

Using any device, personal or work related, you can access this tool online. The AD Self Password Portal will enable users to reset their own password or unlock their account if they have forgotten their password.

To access the AD Self Password Portal go to <http://selfpassword.k12albemarle.org/>. You can get there by navigating to the ACPS Staff Resources Portal (<https://www.k12albemarle.org/acps/staff/Pages/default.aspx>) and clicking on the Password Reset button, seen below.

## Welcome, ACPS Staff!

### Staff Portal



You will be taken to the enrollment page:

To use AD Self Password Reset you first need to enroll, once enrolled you can reset your password and unlock your account by answering several personal security questions.

I Need to Enroll

Help! I Forgot My Password!

I Just Want to Change My Password

If you have not enrolled before, you will need to enroll now. Enter your ACPS account username (do not include the @k12albemarle.org):

Please enter your account name and current password.

Username:

Password:

Next

Cancel

Create a couple security questions (examples below). These questions will be used to recover your account.

Please answer the following questions:

Question:	<input type="text" value="Who was your childhood hero?"/>
Answer:	<input type="text" value="BATMAN"/>

Question:	<input type="text" value="What is your first pet's name?"/>
Answer:	<input type="text" value="BATDOG"/>

Question:	<input type="text" value="In what city or town did your mother and father meet?"/>
Answer:	<input type="text" value="Gotham"/>

Click **Next** once your questions are created, and **Finish** on the final page.

Now that you are enrolled you can reset or change your password online from any device!  
Follow these instructions to reset your forgotten or locked password:

1. Click on **Help! I Forgot My Password!**
2. Enter your account name (username). Your domain will appear automatically.
3. Click **NEXT**.
4. You will need to answer two of the questions that you setup in the enrollment process.
5. Click **NEXT**.
6. Enter your new password then type it again to confirm. **Unlock my account** will be automatically checked to unlock your account.
7. Click **NEXT** to confirm and save your new password.

If you are just looking to change your password, you may click on "**I Just Want to Change My Password.**" You'll have to type in your current password, create a new one, confirm it, and click **Finish**.

Please reach out to the Service Desk with any questions or concerns.