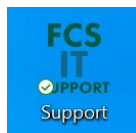# Desktop Password Reset App Instructions

Important: Before executing the steps below, the student should restart their device by clicking Start> Power> Restart. After restarting, the button below should appear on the student's desktop to start the password reset process.

If the button does not appear on the screen OR if they click it to go through the process and it appears to hang or displays an error – it means that the student's network connection to FCS is bad or off-line. They will need to consult the Remote Learning Hotline (470-254-2300) for assistance.

FCS IT SUPPORT
Support

Once you launch (double-click) the app from your desktop, the following screen will appear:

```
Device Info:
Computer Name:       LakeTest3300Sc.fcs.org
IPv4:                172.29.43.171
IPv4:                45.0.1.16
User Name:           987654321
User Domain:         FCBOESTU
Last Boot Time:      9/22/2020 6:34:00 AM
Domain Server:       \\FCSSTUDC02
Domain Controller:   FCSDC07.fcs.org
Device Manufacturer: Dell Inc.
Device Model:        Latitude 3300
Serial Number:       JS1HKT2
BIOS Info:           DELL   - 1072009
                     1.3.0
Storage Info:        C:\ Total: 117 GB (59.33% free)
Memory Info:         3961 MB (31.72% free)
OS Name:             Windows 10 Enterprise
OS Version:          1909
Snapshot Time:       9/22/2020 11:55:43 AM
```

Copy Info to Clipboard   Change My Password   Exit

Click "*Change My Password*" to see the following screen:

Change Your Password

You can change your password once every 24 hours.

Please Enter Your Old Password.

Please Enter Your Old Password.

Please Enter Your New Password.

Cannot be empty.

Please Confirm Your New Password.

Cannot be empty.

Cancel   Suggest Password   Submit

Enter in your current password and then a new password:

Change Your Password

You can change your password once every 24 hours.

Please Enter Your Old Password.

●●●●●●●●

Please Enter Your Old Password.

Please Enter Your New Password.

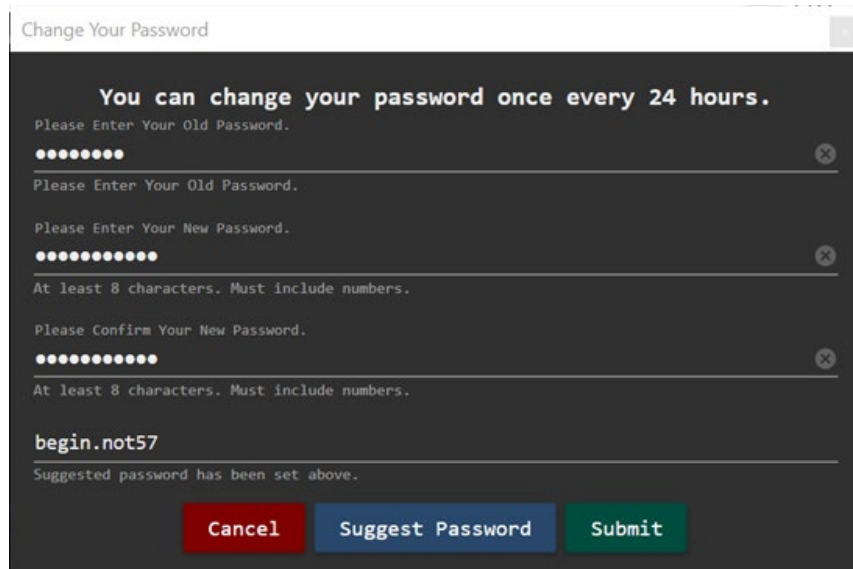●●●●●●●●

At least 8 characters. Must include numbers.

Please Confirm Your New Password.

●●●●●●●●

At least 8 characters. Must include numbers.

Cancel   Suggest Password   Submit

Important: You can type in your current password and then click "*Suggest Password*" for a new password suggestion. If you select this option, this will **now** become your new password. Then click "*Submit"* (see screen shot sample below of this feature).

Change Your Password

You can change your password once every 24 hours.

Please Enter Your Old Password.

●●●●●●●●

Please Enter Your Old Password.

Please Enter Your New Password.

●●●●●●●●●●●●

At least 8 characters. Must include numbers.
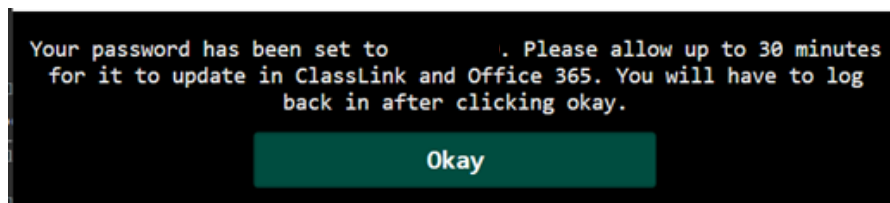
Please Confirm Your New Password.

●●●●●●●●●●●●

At least 8 characters. Must include numbers.

begin.not57

Suggested password has been set above.

Cancel | Suggest Password | Submit

After clicking "*Submit"* and after a few seconds, the following message should appear:

Your password has been set to   . Please allow up to 30 minutes for it to update in ClassLink and Office 365. You will have to log back in after clicking okay.

Okay

IMPORTANT After clicking "*Okay"*, the computer will go to a locked screen, requiring the student to enter the new password to login again. If the student does not log back in and something happens to the network connection, the new password will not get updated on the local computer.