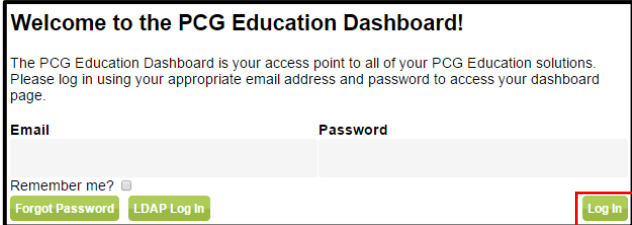


## Guidance Document: IEP Online: Logging In and Logging In-Forgot Password

The instructions below should be followed when a user needs to reset their password. These situations would include when a new user is logging in for the first time, when a password is forgotten, or when the password has expired. Passwords expire every six months.

❖ Go to **IEP Online**: <https://xeponline.wa-k12.net>

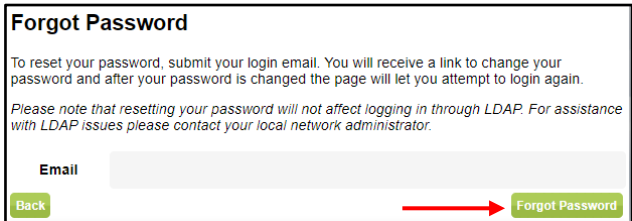
- Enter your email address and password then click green Log In button



### Steps to complete Forgot Password:

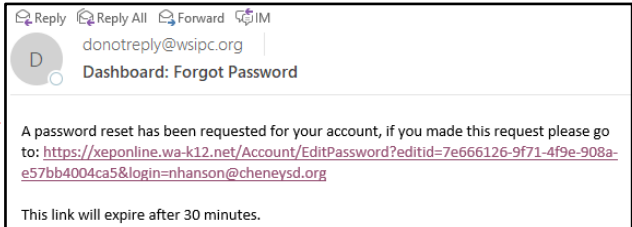
1. If you forgot your password click on green Forgot Password button below the email address field on the login screen of the IEP Online dashboard at <https://xeponline.wa-k12.net>.

- Enter your email address and click green Forgot Password button to submit the password reset. The system will automatically navigate back to the mail log in page



- A link will be sent to the email that was entered within a few minutes. Click on the link provided in the email.

If an email was not received, check the email spam/junk folder. Note: the link will expire in 30 minutes.



- On the page that opens after the link has been clicked, the system will request a new password is entered and confirmed. The password must:

- ❖ be at least 8 characters long
- ❖ be unique from previous 5 passwords
- ❖ Contain at least one of each of the following:
  - Upper case letter
  - lower case letter
  - Number
  - Special character (!, \$, # or %)

- ❖ Then answer the 2 security questions:
  - Account name = your user name
  - Work Email = your work email
- ❖ Then click the green Submit button

