



Quick Reference Guide

Reset Your Password (Employees)

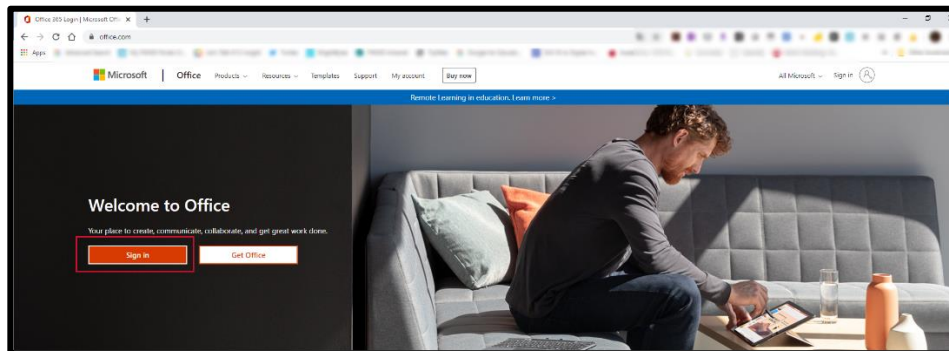
Getting Started

Follow the steps below to login to reset your Fort Worth ISD password. Once you complete this process you will be able to logon to FWISD computers, access email and other district resources. To complete this process, you will need the following:

- FWISD username
- A computer or laptop other than a District Chromebook

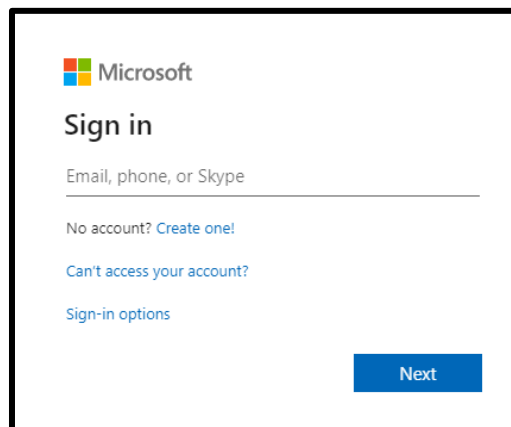
Step 1

1. Open Chrome.
2. Go to <https://www.office.com>
3. Click the Sign In button.



Step 2

1. Type your FWISD ID/username. (This includes @fwisd.org after your firstname.lastname)
2. Click the Next button.





Quick Reference Guide

Reset Your Password (Employees)

Step 3

1. Click Forgot my password.

Fort Worth
INDEPENDENT SCHOOL DISTRICT

← [blurred]

Enter password

Password

Forgot my password

Sign in

Step 4

1. Type your Fort Worth ISD ID. (This includes the @fwisd.org after your firstname.lastname.)
2. Type the characters in the picture. The characters will be different from the ones shown in these instructions.
3. Click the Next button.

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

[input field]

Example: user@contoso.onmicrosoft.com or user@contoso.com

[picture of characters: GV5 WYN]

[audio player icon]

[input field]

Enter the characters in the picture or the words in the audio.

Next Cancel



Quick Reference Guide

Reset Your Password (Employees)

Step 5

Please choose between:

- Text my mobile phone
- Call my mobile phone

If you choose *“Text my mobile phone”*:

Enter in your phone number. It will show the last two digits of your phone number in the paragraph above where you enter your number. Click the *Text* button. Go to **STEP 6**.

If you choose *“Call my mobile phone”*:

Enter in your phone number and click the *Call* button. You will receive a phone call. Answer it and follow its instructions. Go to **STEP 7**.

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (***** below). You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

Cancel

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Text my mobile phone
- Call my mobile phone
- Answer my security questions

In order to protect your account, we need you to enter your complete mobile phone number (*****43) below. You will then receive a call. Please answer it to continue.

Enter your phone number

Call

Cancel

Step 6

A verification code will be texted to your phone, or you will receive a call that tells you your verification code.

1. Type in the code
2. Click the Next button.



Quick Reference Guide

Reset Your Password (Employees)

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Answer my security questions

We've sent you a text message containing a verification code to your phone.

Next Try again Contact your administrator

Step 7

Answer your three security questions, then click on the Next button after it turns blue.

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the second contact method we should use for verification:

Answer my security questions

What was your favorite sport in high school?

In what city did your parents meet?

What was the name of the street of your first childhood home?

Next

Step 8

1. If you answer your questions correctly, it will ask you to enter your new password.
2. After entering your new password in the top box. Retype your new password in the Confirm new password box. Click on the Finish button. The following characters are not supported by all Fort Worth ISD applications. **PLEASE DO NOT USE THE FOLLOWING SYMBOLS: & ' " +%; \$.**



Quick Reference Guide

Reset Your Password (Employees)

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

Password strength

* Confirm new password:

[Finish](#) [Cancel](#)

A strong password is required. Strong passwords are 8 to 256 characters and must combine uppercase and lowercase letters, numbers, and symbols. They cannot contain your username.

You will see the message that your password has been reset.

Fort Worth
INDEPENDENT SCHOOL DISTRICT

Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here.](#)