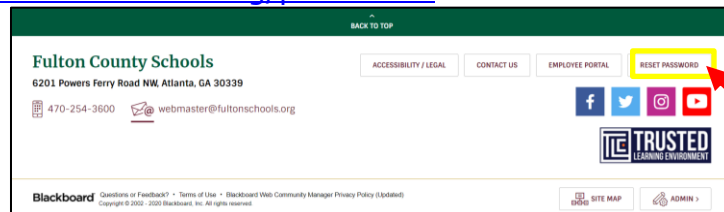


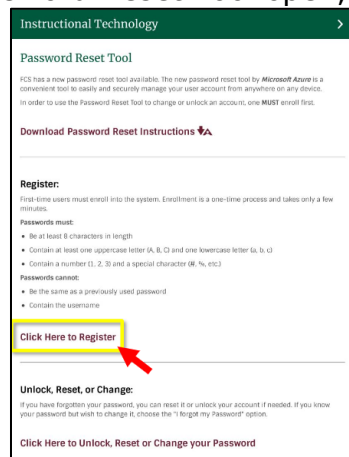
## Personal Device Password Reset Instructions

### Step 1. Enroll in the password reset tool.

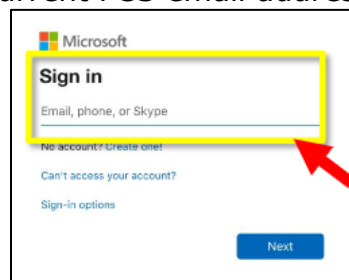
- From the FCS Home page, click "Reset Password" or click the link <https://www.fultonschools.org/passwords>.



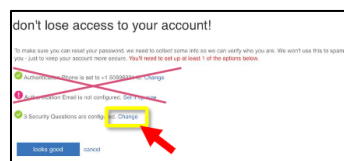
- With the Password Reset Tool open, click "Click Here to Register."



- Enter your current FCS email address and password, i.e. [studentid@fctu.org](mailto:studentid@fctu.org).



- Add security questions by clicking "Change" next to Security Questions are configure. **Important:** Do not select "Authentication Phone is set to ..." or "Authentication Email is not configured..."



- Once you have completed your questions and answers, click "Save Answers."

Please select questions to answer below. Your admin requires you to set up 3 questions, and answers must be at least 3 characters long.

**Security question 1**  
What school did you attend for sixth grade?  
[Text input field] Select a new question

**Security question 2**  
What is your favorite food?  
[Text input field] Select a new question

**Security question 3**  
What was the name of your first pet?  
[Dropdown menu] Rover [X] [Green checkmark]

**save answers** [Red arrow pointing to button]  
back

- After completing one or more verification process, click "Looks good" or "Finish."

don't lose access to your account!

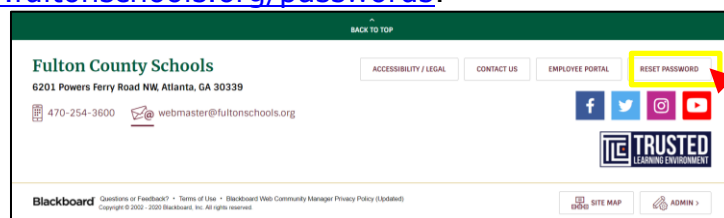
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.

- Authentication Phone is set to +1 5099693146. Change
- Authentication Email is not configured. Set it up now
- 3 Security Questions are configured. Change

**looks good** [Red arrow pointing to button] cancel

## Step 2. Change your password from the tool

- From the FCS Home page, click "Reset Password" or click the link <https://www.fultonschools.org/passwords>.



- With the Password Reset Tool open, click "Click Here to Unlock, Reset or Change your Password."

- Enter your current FCS email address and password, i.e. [studentid@fctu.org](mailto:studentid@fctu.org). Click "Next".

- Select "I forgot my password."

- Select "Answer my security questions." **Important:** These are the questions/answers you setup in Step 1. Click "Next."

- Enter your new password.

**Important:** Password requirements are

- At least 9 characters long and contain three of the following:
  - At least 1 uppercase letter (A, B,C)
  - At least 1 lowercase letter (a, b, c)
  - At least 1 number (1, 2, 3)
  - At least 1 special character (#, %,etc)
    - Cannot be the same as a previously used password
    - Cannot contain the username

If you go through this process and it appears to hang or displays an error; it could mean that your network connection to FCS is bad or off-line. Please contact the FCS Service Desk (470-254-4357) for assistance.

### Step 3. Update the wi-fi on your personal device

**Important:** These steps are unique to each device. Immediately upon accessing the FCS-Wifi network, you must update your Wifi password (on all previously used devices, i.e. cellphone) with your updated password; otherwise your account may be locked.