

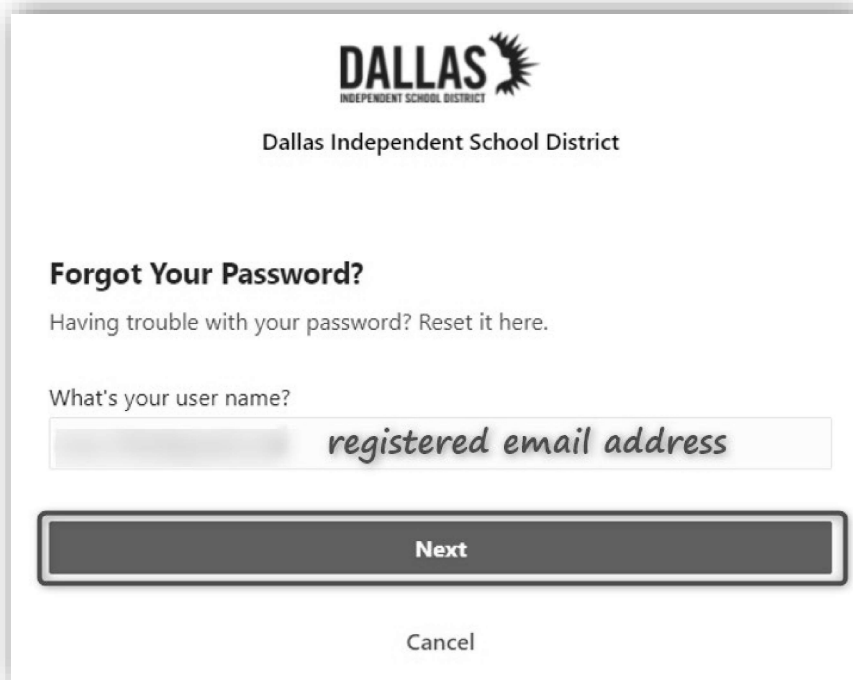
Password Reset using the IDCS My Apps

1. Navigate to the IDCS My Apps catalog at <https://portal.dallasisd.org> and select "Click here" under the "Need help signing in?" option.



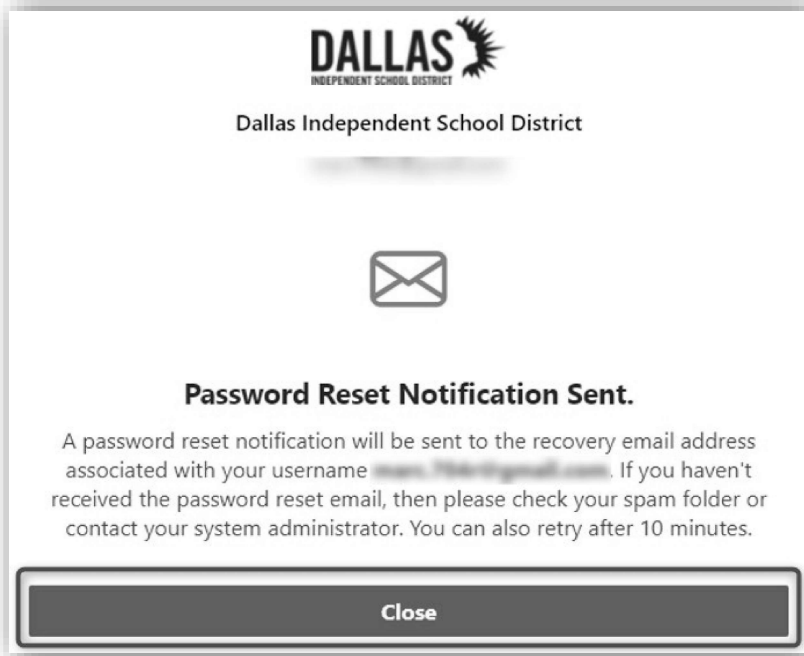
The screenshot shows the Dallas Independent School District login page. At the top is the Dallas ISD logo. Below it, the text reads "Dallas Independent School District" and "For assistance contact the IT Service Desk: 972-925-5630". There are two input fields: "User Name" with a placeholder "User name or email" and "Password" with a placeholder "Password". A dark grey "Sign In" button is centered below the fields. At the bottom, there is a link that says "Need help signing in? [Click here](#)".

2. Enter your username (registered email address) and click Next.



The screenshot shows the Dallas Independent School District password reset page. At the top is the Dallas ISD logo. Below it, the text reads "Dallas Independent School District". The heading "Forgot Your Password?" is followed by the text "Having trouble with your password? Reset it here." Below this is a question "What's your user name?" and an input field with a placeholder "registered email address". A dark grey "Next" button is centered below the input field. At the bottom, there is a "Cancel" link.

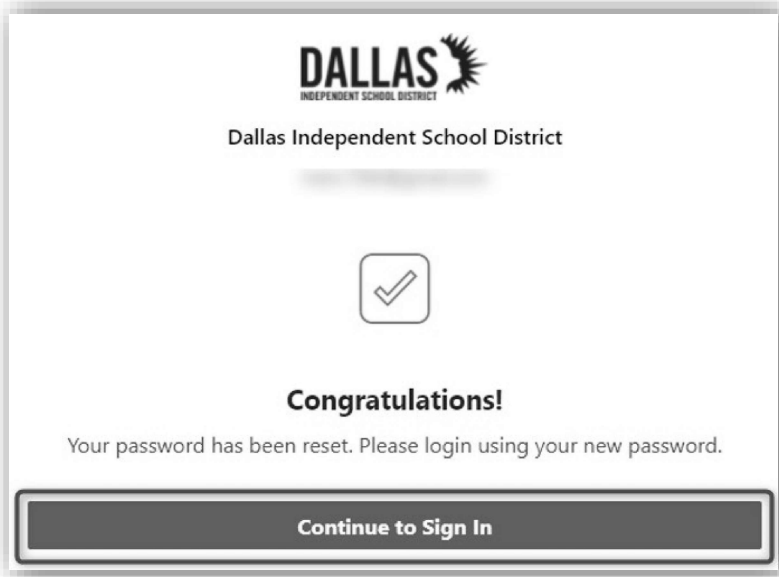
3. If you have a valid supplier account recognized by IDCs, a password notice will be sent to your registered email address.



4. Create a new password for your account.



5. If your password conforms to the password policy, you should receive a successful prompt.



6. Return to the My Apps catalog login page at <https://portal.dallasisd.org>. When you log in for the first time with your new password, you will be prompted to set up your MFA factors, ie. Recovery Email and SMS phone. If suppliers do not opt to use a SMS phone number for MFA, then we highly encourage the use of an alternate Recovery Email address that is different from the registered or Primary email.

