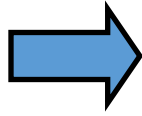
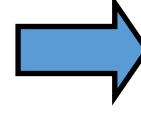


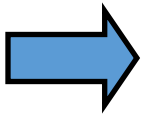
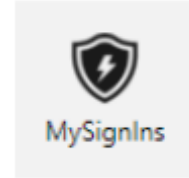
Set-up Password Reset/Recover with Security Questions



A window will open, click on **Secure My Account**.



Select **MySignIns**.

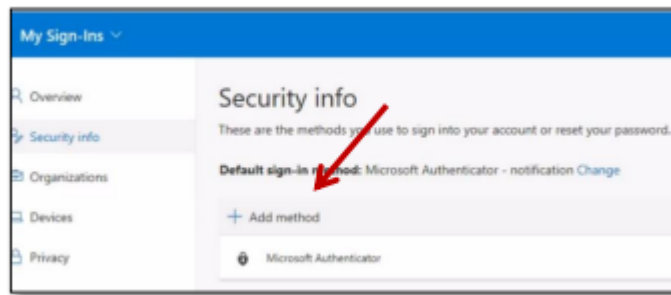
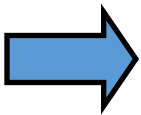


Select **Allow** on the following message. Keep everything checked.

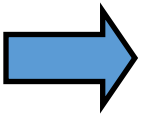
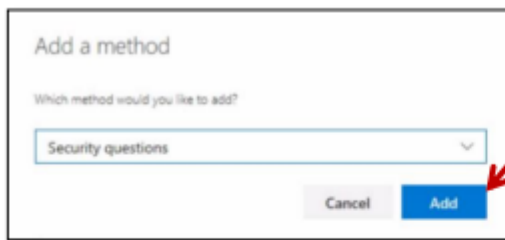
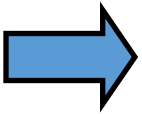
If prompted, sign in with your AACPS account.

Example - test@aacps.org

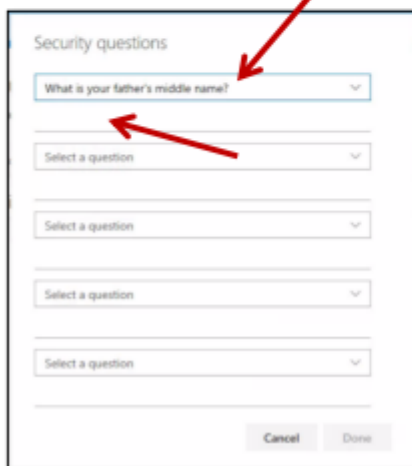
**THIS STEP COULD TAKE
A LONG TIME**



Scroll down to find and select **Security Questions** from the list. Then click Add.



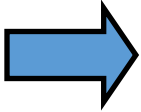
You will then be presented with 5 drop down menus that will have different questions you can answer. You must select a question for each of the 5 and answer all fully. The answer is typed right below the question you are answering, on the line above the next drop-down question. After you have answered all 5, click Done.



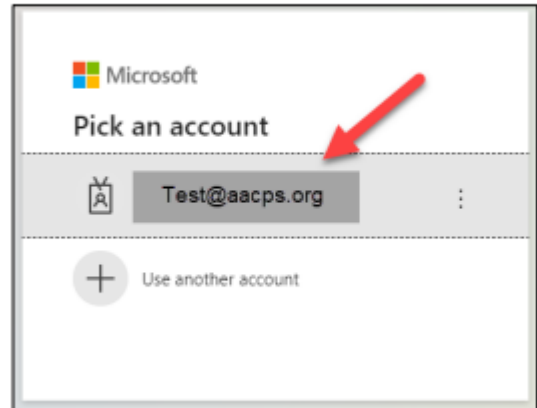
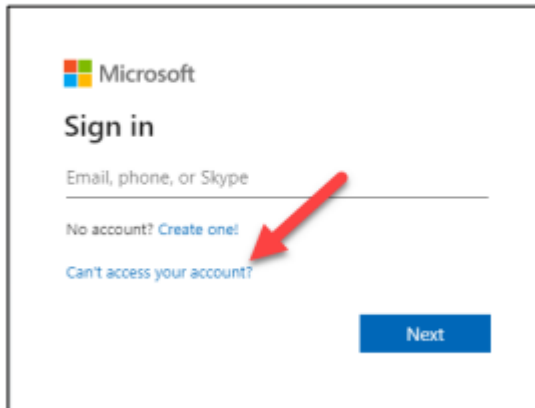
Now that you have done the Security Questions.....

You can RESET (or change) your own Password

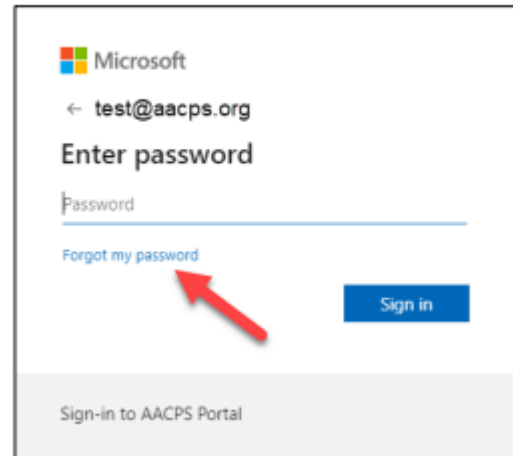
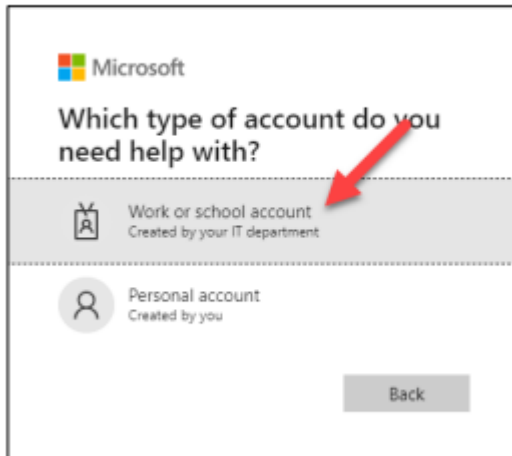
Get to Log-in Screen on your Chromebook (close it, log off, etc)

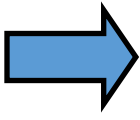


Select **“Can’t access your account?”** or **“your aacps email”** depending on what screen you see.



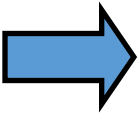
Select **“Work or school account”** or **“Forgot my password”** depending on what screen you see.





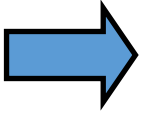
On the next screen, you will enter in your full AACPS email address and the captcha code that is presented to you. After, select **Next**.

The screenshot shows the Microsoft account recovery interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it asks "Who are you?". A sub-instruction reads: "To recover your account, begin by entering your email or username and the characters in the picture or audio below." There are two input fields: "Email or Username:" containing "test@aacps.org" and a captcha field containing "WJKR". Below the captcha field, it says "Enter the characters in the picture or the words in the audio." At the bottom, there are two buttons: "Next" (highlighted in blue) and "Cancel". Red arrows point to the email field, the captcha field, and the "Next" button.



After the system has verified your AACPS email and captcha code, you will need to verify your identity. To do so, select "**Answer my security questions**" on the left, answer the questions that are presented to you and then select **Next** to continue.

The screenshot shows the Microsoft account verification interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it says "verification step 1 > choose a new password". A sub-instruction reads: "Please choose the contact method we should use for verification:". There are four radio button options: "Text my mobile phone", "Call my mobile phone", "Answer my security questions" (which is selected and highlighted in grey), and "Enter a code from my authenticator app". To the right of these options are three text input fields with the following questions: "What is your mother's birth month?", "What do you call your grandmother?", and "What is your mother's maiden name?". At the bottom, there are two buttons: "Next" (highlighted in blue) and "Contact your administrator". Red arrows point to the "Answer my security questions" option and the "Next" button.

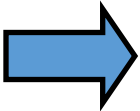


Once you have verified your identity, you can then change your AACPS password. You will need to enter your new password two times to verify it. After you have entered your new password, select **Finish**.

Please follow the below criteria for your new password, it must include all the following:

- At least 8 characters long
Can be letters, numbers, symbols (doesn't have to have a mixture)
- NOT student birthday
- NOT too simple like "12345678"

The screenshot shows the Microsoft account verification interface. At the top, it says "Microsoft" and "Get back into your account". Below that, it indicates "verification step 1 ✓ > choose a new password". There are two input fields: "* Enter new password:" and "* Confirm new password:". Red arrows point to each of these fields. At the bottom, there are two buttons: "Finish" (highlighted in blue) and "Cancel". A red arrow points to the "Finish" button.



DO THIS AFTER a password RESET

Log in with **NEW** password

When it asks for old password - click on FORGOT YOUR OLD PASSWORD?

Then click on PROCEED ANYWAY

1. On your computer, open Chrome.
2. At the top right, click the three dots .
3. Click More tools.
4. Clear browsing data.
5. Change the time range to All Time
6. Click Clear data.
7. THEN scroll down to "Cookies and other site data" - click the arrow Click on Allow all cookies

Go back to your Classlink Login tab

Sign in with Microsoft

DELETE any black dots (that's the old password)

Click your account

Type in your NEW password