## How to Reset your Password Offsite

Normally you must be onsite to reset your WISD AD password. Now through the ticketing system we have added an option to allow you to reset it yourself, however it requires some steps to set up.

Navigate to "CSR Helpdesk" from the staff page on the website. Make sure you log out if it takes you directly to the ticket system.

| Home About Us                            | Board of Education Departments Services Community Employment Contact | US                         |
|--|--|----------------------------|
| Staff Information Support                | t i i i i i i i i i i i i i i i i i i i                              | Q → Request ID Search[/] ? |
| WISD Staff Logins                        | WISD Staff Logins  |                            |
| WISD Office 365 Portal                   |  |                            |
| Equity, Inclusion, Social Justice (WISD) |  |                            |
| The Insider - Local Connections Only     | AppliTrack   | Personalize                |
| Common Calendar                          | Let's Talk! Maintenance<br>Request                                   | Generate API Key           |
| Contact Us - Let's Talk!                 |  |                            |
| News & Events                            |  | C Log out                  |
| Shout Out!                               | WISD<br>ONLINE CATALOG Office 365                                    |                            |
| WISD Agency Forms                        |  |                            |
| WISD Contact Directory                   | TRAINING   |                            |
| Business Office - Resources for Staff    | eSuite<br>HR Portal  |                            |
| Human Resources - Resources for Staff    | WISD WORKSHOP Washtenaw ISD  |                            |
| Technology - Resources for Staff         | Warehouse Request REGISTRATION                                       |                            |
| Wellness Committee Site                  | MGmail 🐼 script KALPA  |                            |
|  | The Insider Technology Blog  |                            |
|  |  | Add New Show All           |
|  |  |                            |
|  |  |                            |

Once at the Login page click "Password Management", Log in using your username (jsmith) and password

| ±   | Username       |      | * | Sign In               |   |
|-----|----------------|------|---|-----------------------|---|
| •   | Password       | 888  |   | Username              | ÷ |
|     |                | 3333 |   | Password              | 6 |
| Ĵ   | WISD           | -    | - | WISD                  | ~ |
| Kee | p me signed in |      |   | Login                 |   |
|     | Log in         |      | ۶ | Forgot your password? | ^ |
|     |                |      | â | Account locked down?  | ~ |



You will need to fill in all the fields to create 4 security questions for your password resets. Once completed you will get a green message saying you successfully enrolled.

| Security Qu                                   | iestions   |  | help us verify your identity when you login or during the password<br>reset/account unlock process. |
|---|--|--|---|
| Question :                                    | Please Select a Question   | ~  |   |
|   | Answer   | Confirm Answer   |   |
| Question :                                    | Please Select a Question   | ~  |   |
|   | Answer   | Confirm Answer   |   |
| Question :                                    | Write your own question  | Confirm Answer   |   |
| Question :                                    | Write your own question  |  |   |
|   | Answer   | Confirm Answer   |   |
| ✓ Hide An                                     | swer(s)  |  |   |
| <ul><li>The minin</li><li>The minin</li></ul> | num length of the question(s) should<br>num length of the answer(s) should | d be 5 characters and maximum allowed is<br>be 3 characters and maximum allowed is 2 | 255 characters<br>55 characters   |

You will only have to complete the above steps one time. To reset your password you will navigate back to the login page, select password management and click the "Forgot your Password" dropdown

|   | Washtenaw ISD  |    |   |                 |
|---|--|----|---|-----------------|
| * | Sign In  |    | ~ |                 |
| م | Forgot your password?  |    |   |                 |
|   | Username   | 8  |   |                 |
|   | WISD   | ~  |   |                 |
|   | Continue   |    |   |                 |
| 6 | Account locked down?   |    | ^ |                 |
|   |  |    |   |                 |
|   | and the second s | 1. |   | <b>P</b> etrole |

Enter your username and you will be taken to a page to answer your security questions and reset your password

| Please an: | swer the following question(s) to reset your password |
|------------|---|
| Question:  | What is your mother's maiden name?                    |
|            | Answer  |
| Question:  | What is the name of your favourite cousin?            |
|            | Answer  |
| Question:  | 12345   |
|            | Answer  |
|            | 123456  |
|            | Answer  |
|            | Turns the observators you can in the nicture below    |
|            | Type the characters you see in the picture below.     |
|            | ne9150  |
|            | pesto   |
|            |   |
|            | Letters are not case-sensitive $ \phi $               |
|            |   |
|            | Cancel Continue                                       |
|            |   |

| Reset Password         | +  |
|------------------------|--|
| * New Password         | 1  |
| * Confirm New Password |  |
|                        | <ul> <li>Maximum length should not exceed 15</li> </ul>                            |
|                        | <ul> <li>Minimum length should be at least 12</li> </ul>                           |
|                        | <ul> <li>Number of special characters to include 1</li> </ul>                      |
|                        | <ul> <li>Must contain at least 1 upper case character(s)</li> </ul>                |
|                        | <ul> <li>Number of numerals to include 1</li> </ul>                                |
|                        | <ul> <li>Must not be a palindrome</li> </ul>                                       |
|                        | <ul> <li>Must not contain any character more than 2 times consecutively</li> </ul> |
|                        | <ul> <li>Must contain at least 1 lower case character(s)</li> </ul>                |
|                        | Type the characters you see in the picture below.                                  |
|                        | mrsbho   |
|                        | Letters are not case-sensitive $ \phi $  |
|                        | Cancel Reset Password  |

Please allow 15-20 Minutes for the new password to become active. This will reset your login for:

- Outlook/Office 365
- ➢ Gmail/Gsuite
- CSR ticketing
- WISD Device Windows 10 Login
- WISD internal WiFi

\*For any problems or additional questions call x1286