

How to Login to Google Apps using your Knoxschools Login

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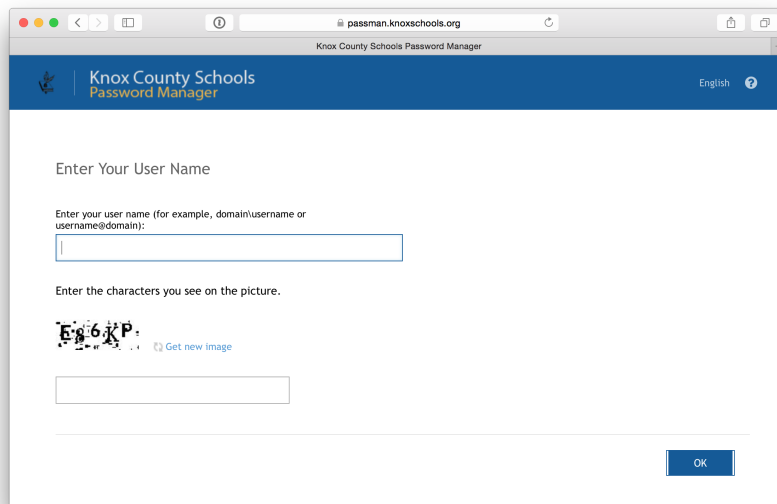
[Logging in to Google Services \(including Chromebooks\)](#)

Before you Begin

To keep your login consistent across multiple services, you may need to perform a password reset on your account before you can access a new service.

How to reset your password

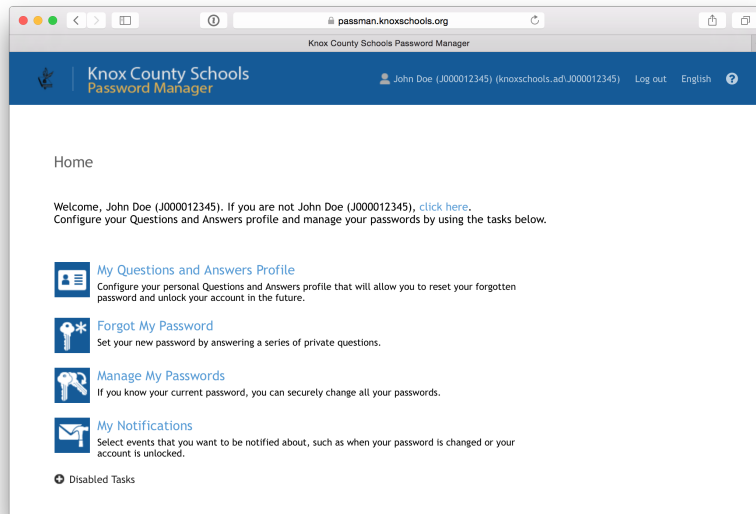
1. Visit the following website on the Knox County Schools network to use our self-service password manager service:
 - <https://passman.knoxschools.org>



The screenshot shows a web browser window with the address bar displaying "passman.knoxschools.org". The page title is "Knox County Schools Password Manager". The page has a blue header with the Knox County Schools logo and the text "Knox County Schools Password Manager". Below the header, there is a section titled "Enter Your User Name". It contains a text input field with a placeholder text "Enter your user name (for example, domain/username or username@domain):". Below this, there is a section titled "Enter the characters you see on the picture." which displays a CAPTCHA image with the text "E86XP". There is a "Get new image" link next to the CAPTCHA. Below the CAPTCHA, there is another text input field. At the bottom right of the form, there is a blue button labeled "OK".

2. Enter your Employee ID, including the zero's, or your student ID preceded with an "S."
3. Enter the captcha text to verify that you are not a robot, then click **OK**.

4. If typed correctly, you should see your name and ID displayed on the Welcome Screen.



5. Click the **Manage my Passwords** option on the home screen



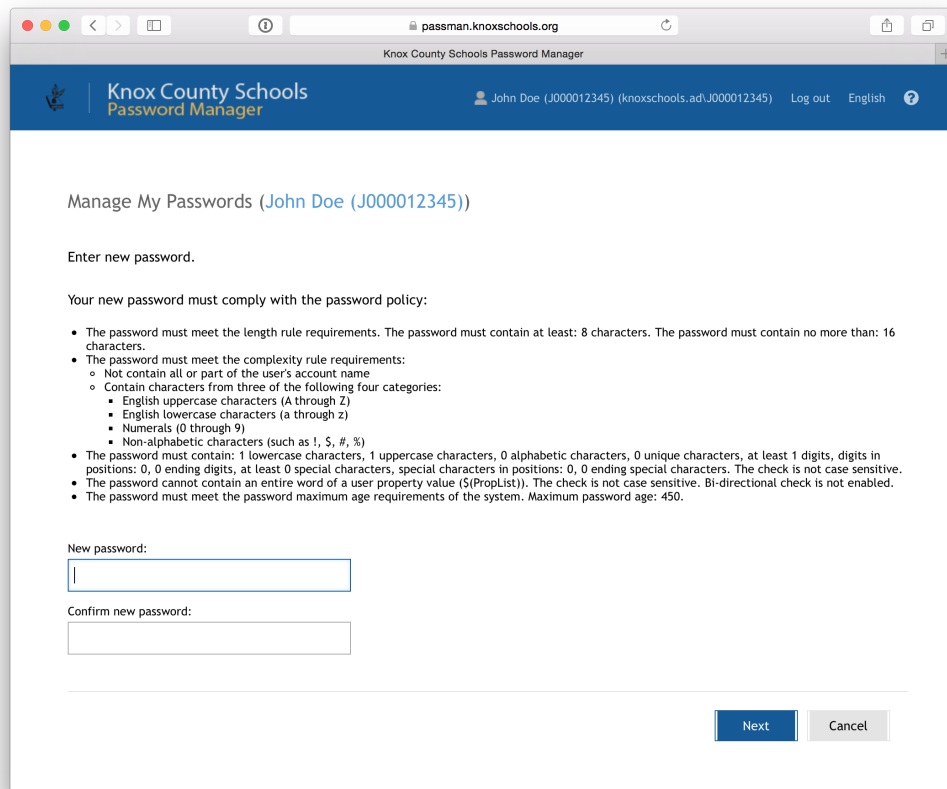
Manage My Passwords

If you know your current password, you can securely change all your passwords.

6. You will be asked to enter your current password, then click **Next**.

A screenshot of the 'Manage My Passwords' screen in the Knox County Schools Password Manager. The browser address bar shows 'passman.knoxschools.org'. The page title is 'Manage My Passwords (John Doe (J000012345))'. Below the title, it says 'To proceed, enter your password.' There is a text input field labeled 'Password:' with a cursor inside. At the bottom right, there are two buttons: 'Next' and 'Cancel'.

7. If correct, you'll be asked to enter a new password. Enter your new password, taking note of the password policy displayed on the page. You're welcome to use the same password that you entered on step 6 if it meets the password requirements.

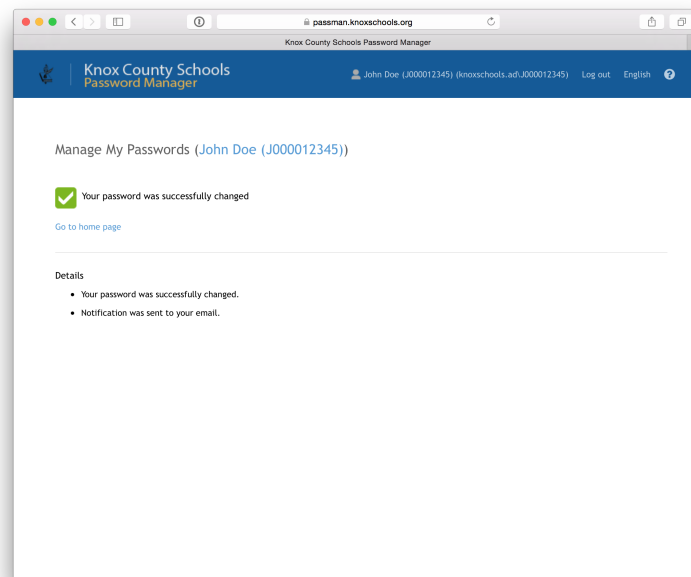


The screenshot shows a web browser window with the URL `passman.knoxschools.org`. The page title is "Knox County Schools Password Manager". The user is logged in as "John Doe (J000012345)". The page content is titled "Manage My Passwords (John Doe (J000012345))". Below the title, it says "Enter new password." and "Your new password must comply with the password policy:". The policy is listed as follows:

- The password must meet the length rule requirements. The password must contain at least: 8 characters. The password must contain no more than: 16 characters.
- The password must meet the complexity rule requirements:
 - Not contain all or part of the user's account name
 - Contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Numerals (0 through 9)
 - Non-alphabetic characters (such as !, \$, #, %)
- The password must contain: 1 lowercase characters, 1 uppercase characters, 0 alphabetic characters, 0 unique characters, at least 1 digits, digits in positions: 0, 0 ending digits, at least 0 special characters, special characters in positions: 0, 0 ending special characters. The check is not case sensitive.
- The password cannot contain an entire word of a user property value (S(PropList)). The check is not case sensitive. Bi-directional check is not enabled.
- The password must meet the password maximum age requirements of the system. Maximum password age: 450.

Below the policy, there are two input fields: "New password:" and "Confirm new password:". At the bottom right, there are two buttons: "Next" and "Cancel".

8. You will be presented with a dialog once your password has successfully been changed.



The screenshot shows the same web browser window as the previous one, but the page content has changed. It now displays a success message: "Your password was successfully changed" with a green checkmark icon. Below the message, there is a link "Go to home page". Under the heading "Details", there is a list of two items:

- Your password was successfully changed.
- Notification was sent to your email.

Determine your username

Staff

Staff members will login with their e-mail address as the username.

Example: If your email is john.doe@knoxschools.org that is also your Google username

Note: Email is still provided by Office365, you will not be able to receive e-mail using Google or Gmail.

Students

Students will login with their Student ID, including the “s,” followed by @student.knoxschools.org

Example: If your ID is 123456, your Google Username would be

S123456@student.knoxschools.org

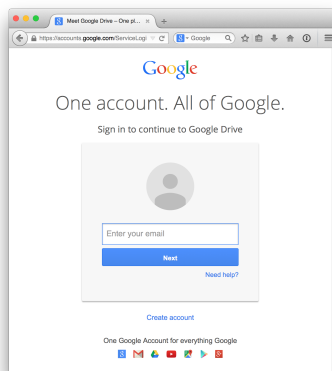
Note: Some students will also have an e-mail provided by Knox County that is the same as their Google login. Email services are not provided by Google.

Logging in to Google Services (including Chromebooks)

This example will use Google Drive, which is a cloud-based file storage system, that allows you to store and and synchronize files between different devices. It also includes a full-featured suite of web-applications for creating files such as text-based documents, spreadsheets and even presentations.

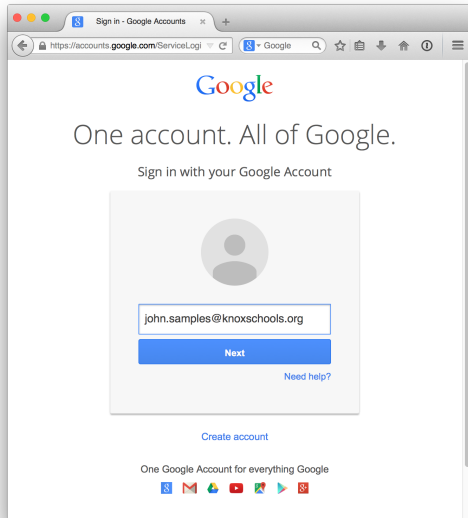
Now that your password has been synced, you can try logging into Google Drive.

1. Open your web browser and go to <https://drive.google.com>
2. You will be directed to a login screen similar to the one below:

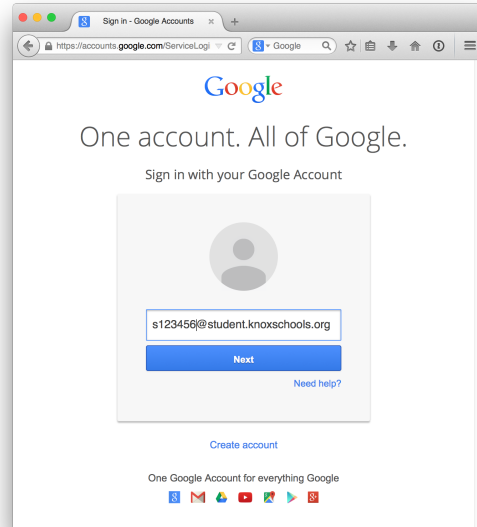


3. Enter your username from the step above in the field that says **Enter your Email**.

Staff Login Example

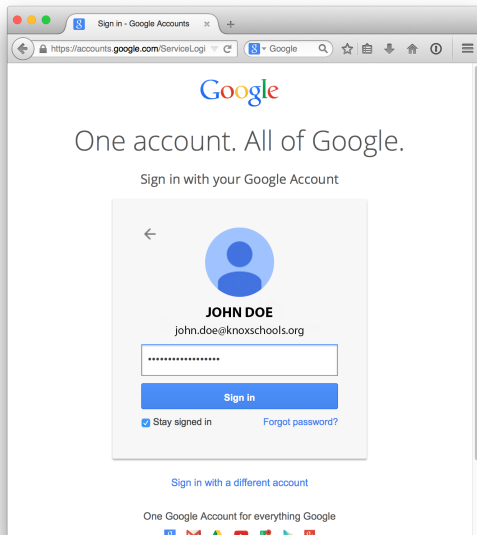


Student Login Example

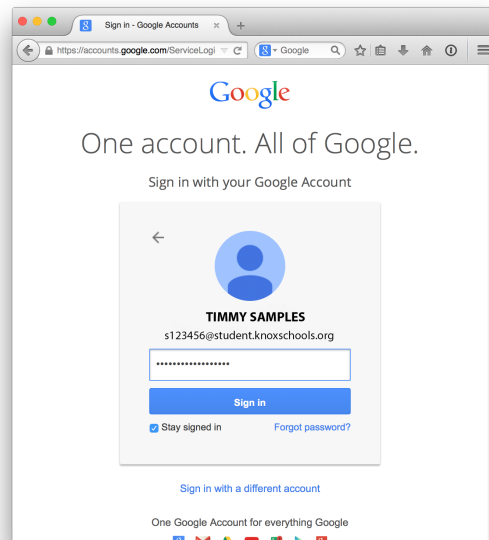


4. Google will find your account and present you with your name and ask for your password.

Staff Login Example



Student Login Example



5. Enter the password you set up in the [How to reset your password](#) section above.

6. You should now be logged in to Google Drive!

