

LISD Password Help

● Tools4Ever Password Reset Service

- **Where:** <https://prs.lisd.net> (available anywhere)
- **What:** Allows student to reset their forgotten password.
- **Who:** Any student
- **When:**
 - The student doesn't know his/her current password (and teacher/staff can't look it up)
 - The student has already enrolled in the Password Reset Service
 - The student remembers the answers to the security questions he/she established when enrolling in the Password Reset Service

● Change My Password Tool

- **Where:** <https://password.lisd.net> (available anywhere)
- **What:** Allows student to change their password.
- **Who:** Restricted to ONLY secondary students
 - ***** NOTE ***: Teachers CANNOT change a student's password with this tool. The STUDENT uses the tool to change their own password.**
- **When:**
 - The student knows his/her current password

● Student Password Manager

- **Where:** <https://reset.lisd.net> (available ONLY inside LISD Network)
- **What:** Allows teacher/staff to reset a student's password.
- **Who:** Restricted as follows:
 - Teachers can reset passwords ONLY for students in their classes.
 - Campus Techs, Librarians, and Registrars can reset passwords for any students on the campus
- **When:**
 - The student has forgotten his/her current password
 - The student is at school

Password Complexity Requirements

- Must contain 3 of the 4 following rules:
 - Must contain at least 1 upper case letter
 - Must contain at least 1 lower case letter
 - Must contain at least 1 special character
 - Examples: ~!@#\$\$%^&*_-+=`|\(){}[];:"'<>.,?/
 - Must contain at least 1 number
- Must be a minimum of 8 characters
- **Cannot contain first name, last name, (and in the case of students: cannot contain any part of their AD account names (including student ID#))**
- Cannot be the same password as your last 10 passwords

Frequently Asked Questions

- *****What should a teacher do if they have a student that doesn't remember their password?*****
 - Use the Student Password Manager tool to reset it and provide the new password to the student. Then, the student can change it, if they choose.
- **Can a teacher reset a student's password using the Student Password Manager anytime?**
 - Yes.
- **I have a new student that just enrolled, and they don't know their password. It's not in Skyward. What do I do?**
 - The teacher can use the Student Password Manager tool to reset the student's password and provide it to them immediately. If it's a secondary student, the student can then use the Change My Password Tool to change it, if they desire.