

Burleson ISD Password Portal How-To

[Set Up Your Challenge Question Responses](#)

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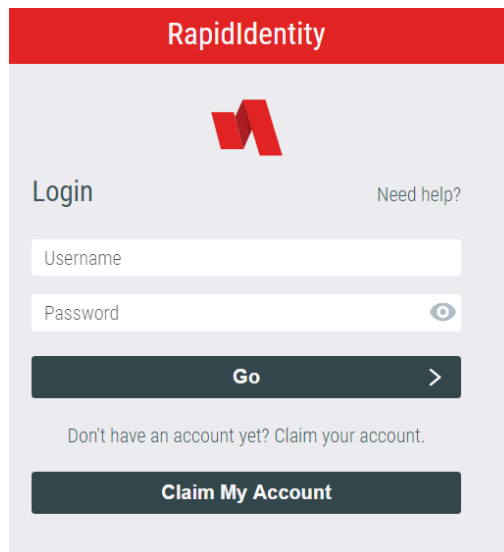
[If you forgot your password completely:](#)

[If you are being required to update your current password or need to reset it due to your password being compromised:](#)

[Changing Your Challenge Question Responses](#)

Staff, teachers, and students in grades 6-12 will need to set up their passwords using the BISD Password Portal. This will allow you to set your own password and will facilitate resetting a password (or updating a password as required by the district) in a timely, user-friendly fashion.

- Go to <https://pw.burlesonisd.net>

The image shows a web interface for 'RapidIdentity'. At the top is a red header with the text 'RapidIdentity'. Below the header is a red stylized 'M' logo. The main area is light gray and contains a 'Login' section. It has a 'Need help?' link on the right. There are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below the input fields is a dark gray button with the text 'Go' and a right-pointing arrow. Underneath the button is a link that says 'Don't have an account yet? Claim your account.' At the bottom is a dark gray button with the text 'Claim My Account'.

- Sign in using your username and password for the district - DO NOT include @bisdmail.net

Set Up Your Challenge Question Responses

- You will be met with a series of Update Challenge Questions that you will need to answer.
 - You can use these questions if you forget your password for your district account and need to reset it.
 - Be sure to put answers that you know you can remember.
 - You can click the Add Question button in the bottom right corner to add a custom question to the list.

Update Challenge Question Responses

Pre-Defined Questions
You must answer at least 1 of the pre-defined questions below.

What is your father's middle name?
Enter your answer

What is your mother's maiden name?
Enter your answer

In what city or town was your first job?
Enter your answer

What School did you attend in 6th grade?
Enter your answer

What Street did you grow up on?
Enter your answer

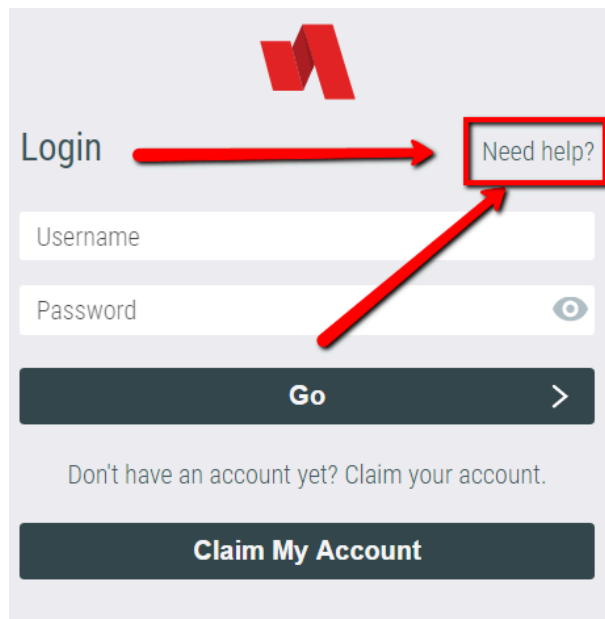
[?](#) [Save](#) [Add Question](#)

- You can click the eyeball icon at the end of each row to see the text in that row.
- Once you've typed in your answers to the challenge questions, be sure to hit save in the bottom right corner of the window.

To Change Your Password

If you forgot your password completely:

- Click the Need Help link above the sign in area on the main password portal page

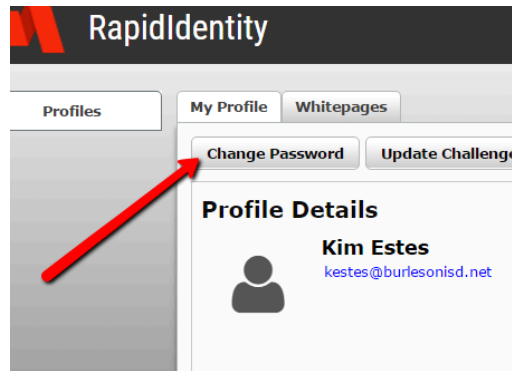


The screenshot shows a login form with a red arrow pointing to the 'Need help?' link. The form includes a 'Login' header, a 'Username' field, a 'Password' field with an eyeball icon, a 'Go' button with a right arrow, and a 'Claim My Account' button. A red box highlights the 'Need help?' link, and a red arrow points to it from the 'Password' field.

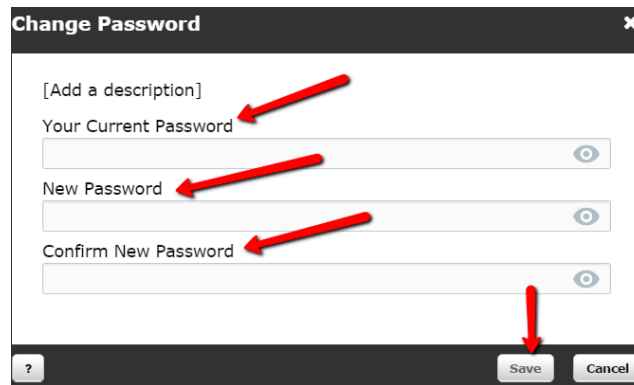
- Click the button for the item you forgot (username or password) and follow the prompts.
- You may be asked to answer your Update Challenge Questions.
- When you make it through the prompts, you should be allowed to reset your password.

If you are being required to update your current password:

- Click the change password button on the profile page once you are logged in



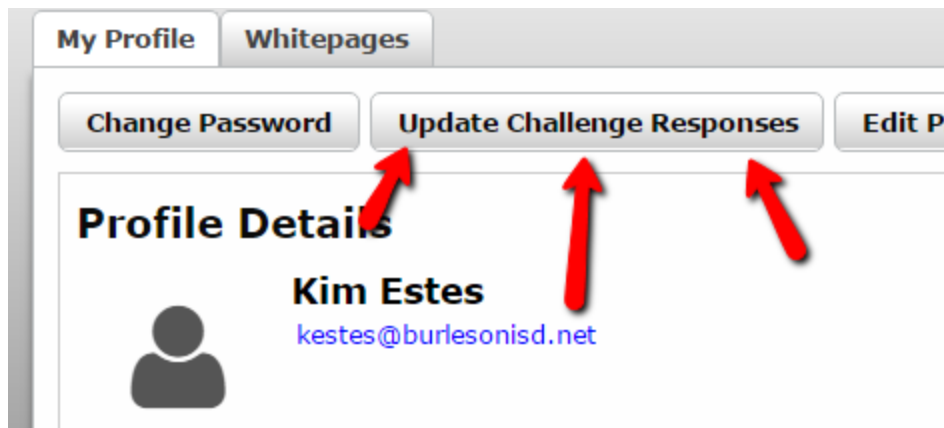
- The screen will ask you to enter your OLD password and then enter your new one.
 - Be sure to enter your new password twice
 - You can click the eyeball icon next to each textbox to see the text in that box
 - Be sure to hit the SAVE button in the bottom right corner of the pop up window



Changing Your Challenge Question Responses

You may, at some point, want to change your challenge question responses. To do so, log in to the Password Portal:

- Click on the Update Challenge Responses button



- Change your responses as needed.

- Be sure to hit save at the bottom of the pop-up window.