

# Password Reset Guide



## Clark County School District Password Reset Guide User Account Management Services

### Active Directory Password Reset

Current employees and students can reset their Active Directory passwords or retrieve their District Standard User ID (Active Directory/Google username) by following the instructions below.

Please note: The following steps will only work if you are using a device connected to the District network.

1. Launch a web browser and go to the following website: <http://myaccount.ccsd.net/>.
2. Select the Reset your Password option from the MyAccount.ccsd.net home page.
3. Select the option that best describes your password needs.
  - a. Reset My Password
  - b. Forgot My CCSD Standard UserID

### Reset My Password

1. Select "Reset My Password"
2. Type your CCSD Standard UserID (AD login credentials).
3. Check the "I'm not a robot" box.
4. Select Next.
5. In the box labeled Value, enter either your non-work email address or your mobile device's phone number. *This must be the same information that you entered when claiming your account.*

User Account Management Services  
Please choose an option:

**Reset Your Password or Retrieve Your Current CCSD Standard ID (Active Directory / Google)**

If you are a current employee or student, this option will allow you to reset your password or retrieve your current CCSD Standard User ID (Active Directory / Google username).

**Claim Your Account**

If you are a current employee or student, this option will provide you with your CCSD Standard ID (Active Directory / Google username) and District-related account information.

**Account Recovery**  
Choose an option below:

**Reset My Password**

**Forgot my CCSD Standard UserID**

Step 1: Verify your information

Please enter your CCSD Standard UserID, student or employee number, or email address:

CCSD Standard UserID / Employee/Student Number / Email Address

☒ I'm not a robot

This is your CCSD Standard UserID, Student or Employee Number, or your Email Address

**Next**

Step 2: Select a verification device

☐ Email: Non work email address

☐ Text Message: Mobile phone number

value Enter your Email address or Mobile phone number

Please enter the full email or phone number selected

A security code will be sent to the sms or email that you provided for password resets.

**Next**

6. Select Next.
7. Enter the security code that was either emailed or texted to you.
8. Select Submit.
9. After correctly typing the code, you will need to set a New Password and confirm it.
10. When complete, select Submit.
11. After successfully changing your password, select Done.

### ***Forgot my CCSD Standard UserID***

1. Select "Forgot my CCSD Standard UserID".
2. Enter your employee/student number or email address.
3. Check the "I'm not a robot" box.
4. Select Next.
5. In the box labeled Value, enter either your non-work email address or your mobile device's phone number. *This must be the same information that you entered when claiming your account.*
6. Enter the security code that was either emailed or texted to you.
7. Select Submit.
8. Note your CCSD Standard User ID (AD Username).
9. Select Done.

### ***Updating Recovery Information***

You may update your recovery (non-work) email or mobile phone number by accessing Employee Self Service (ESS) through the Human Capital Management (HCM) system, <http://hcm.ccsd.net>. From the ESS home page, select the Password Reset Information tile and update your phone number and email address.

If you need further assistance for resetting your Active Directory (AD) password, contact the site-based technician or User Support Services Help Desk at 702-799-3300, option 2.