



JCPS IDENTITY ACCOUNT

Claiming & Resetting Your Account



What is the JCPS Identity Account?

The JCPS Identity account portal is a web-based tool that provides 24/7 access to self-help tools for:

- **Active Directory (desktop and laptop initial login)**
- **Google apps (Gmail, Google Classroom, Docs, etc.)**
- **ClassLink (JCPS single sign on service for instructional apps)**
- **School Chromebook sign on!**

The JCPS Identity account ensures security with users establishing more complex passwords and challenge questions. Students and staff are able to reset their own passwords when needed.

Note: Your JCPS Identity username is the first part of your email address - everything that comes before the @jcsnc.org for students or the @johnston.k12.nc.us for staff

(**Example:** John Smith - jsmi5678@jcsnc.org = username jsmi5678)

K-2 Students Assistance	3-12 Students Assistance	Staff Assistance
<p>Your assigned teacher should provide your username. Username is the first initial of the first name, plus the first three letters of the last name, plus the last 4 digits of the student ID number.</p> <p>Example: John Smith, 99995678, username: jsmi5678</p> <p>Your password is then set to 8 characters based upon the following: First initial of first name + First 3 letters of your last name + Month & Day of student birthday Ex: January 30 would be 0130.</p> <p>No account claiming is needed. Teachers use this help guide for printing ClassLink QuickCards for K-2 students</p>	<p>New students will claim their accounts using the “Get Started” instructions below.</p> <p>Students who have forgotten their password will use the instructions below to reset their password.</p>	<p>New staff will claim their accounts/reset password using the “Get Started” instructions below (also received instructions from HR).</p> <p>Staff who have forgotten their password will use the instructions below to reset their password.</p>

Get Started >>>

Click on the linked item you need help with:

[Reset your password \(I'm using a personal/Windows device\)](#)

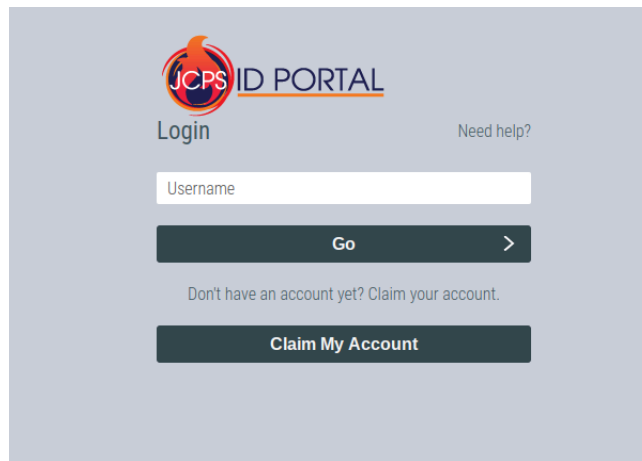
[Reset your password \(I'm using a school Chromebook\)](#)

[Claim your account \(I'm using a personal/ Windows device\)](#)

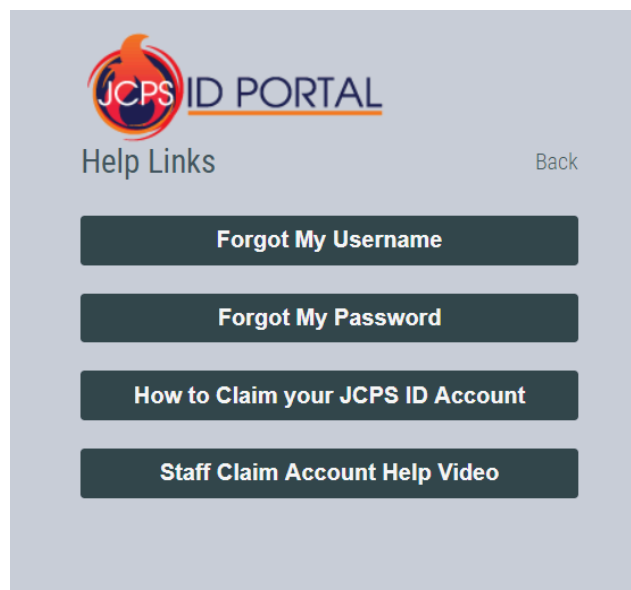
[Claim your account \(I'm using a school Chromebook\)](#)

How to Reset Your Password on a Personal/ Windows Device

1. **Go to Johnston County Public Schools' JCPS ID Portal** use this direct link:
<https://identity.johnston.k12.nc.us/>

The screenshot shows the JCPS ID Portal login interface. At the top left is the JCPS logo, followed by the text "ID PORTAL". Below this, the word "Login" is on the left and "Need help?" is on the right. There is a text input field labeled "Username". Below the input field is a dark button with the text "Go" and a right-pointing arrow. Underneath the button, it says "Don't have an account yet? Claim your account." At the bottom is another dark button labeled "Claim My Account".

2. **Click on “Need help?”**
just above at the right, where
you would type your
username (your username
will be the first part of your
email - everything before the
@jcsnc.org if you are a
student and
@johnston.k12.nc.us if you
are staff).

The screenshot shows the "Help Links" page of the JCPS ID Portal. At the top left is the JCPS logo, followed by the text "ID PORTAL". Below this, the text "Help Links" is on the left and "Back" is on the right. There are four dark buttons stacked vertically, each with white text: "Forgot My Username", "Forgot My Password", "How to Claim your JCPS ID Account", and "Staff Claim Account Help Video".

3. **Select “Forgot My Password”** from the options.

Forgotten Password Reset

RAPIDIDENTITY

Step 1 of 4

Enter your username to begin.

jsmi5678

Next

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4. Step 1 of 4 - Enter your username (the first part of your email - the information in front of @jcsnc.org for students and @johnston.k12.nc.us for staff).

Forgotten Password Reset

RAPIDIDENTITY

Step 2 of 4

Answer your challenge questions

What is your father's middle name? *

.....

Next

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5. Step 2 of 4 - Answer your security questions that you set up when you claimed your account. If you don't know the answer, click on "Start Over" for a different question. These are case sensitive, so try to remember if you used a capital letter when setting these up!

Remember, students had to answer at least two security questions, and staff had to answer at least three security questions.

Forgotten Password Reset

RAPIDIDENTITY

Step 3 of 4

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

JCPS Staff & Middle/High Students Password Policy

**** You must use a minimum of 8 characters including 1 number and 1 Uppercase Letter ****

Any of the last 5 passwords you have used will not be accepted.

New Password

Verify Password

Next

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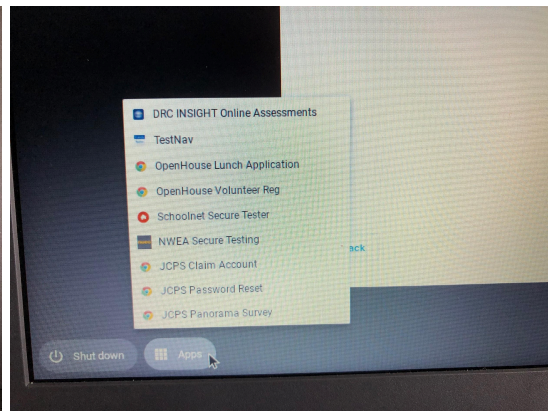
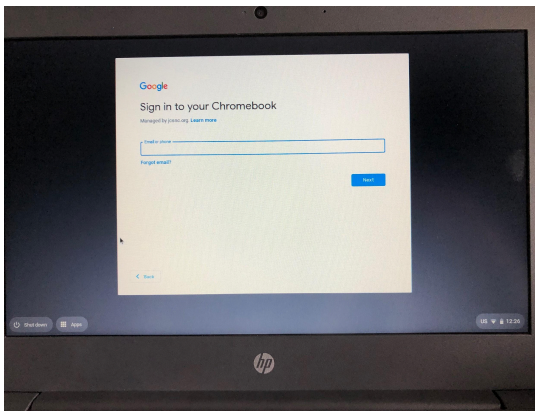
6. Step 3 of 4 – Choose a new password and type it in twice. Be mindful that it must meet the criteria listed and cannot be one of the last five you have used previously.

7. Step 4 of 4 is the completion screen. Keep up with your password. You will likely get kicked out of Google apps that you were logged into with your old/ forgotten password, so just reenter your school account and password to continue accessing from mobile devices.

***If this does not work, you may need to claim your JCPS ID Portal Account.**

How to reset your password on a school chromebook

1. **At the login screen**, prior to login, click on the “Apps menu” & select “JCPS Password Reset”




Forgotten Password Reset

RAPIDIDENTITY

Step 1 of 4

Enter your username to begin.

Next 

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2. **Step 1 of 4: Enter your username**

3. **Step 2 of 4: Answer your security question** that you set up when you claimed your account. Answer that question and if you don't know the answer, click on “Start Over” for a different question. These are case sensitive, so try to remember if you used a capital letter when setting these up! Remember, students had to


Forgotten Password Reset

RAPIDIDENTITY

Step 2 of 4

Answer your challenge questions

What is your father's middle name? *

Next 

answer at least two security questions, and staff had to answer at least three security questions.

The screenshot shows a mobile application interface for a password reset. At the top, a dark header bar contains the text 'Forgotten Password Reset'. Below this, a white box with a red 'RAPIDIDENTITY' logo is centered. Underneath the logo, a grey bar indicates 'Step 3 of 4'. The main content area is white and contains the following text: 'Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.' Below this is a box titled 'JCPS Staff & Middle/High Students Password Policy' which contains the text: '** You must use a minimum of 8 characters including 1 number and 1 Uppercase Letter **' and 'Any of the last 5 passwords you have used will not be accepted.' At the bottom of the form are two input fields: 'New Password' and 'Verify Password', each with a toggle icon to its right. Below these fields is a 'Next' button with a right-pointing arrow. At the very bottom, a small grey bar says 'Powered by Identity Automation'.

4. Step 3 of 4: Choose a new password and type it in. Be mindful that it must meet the criteria listed and cannot be one of the last five you have previously used.

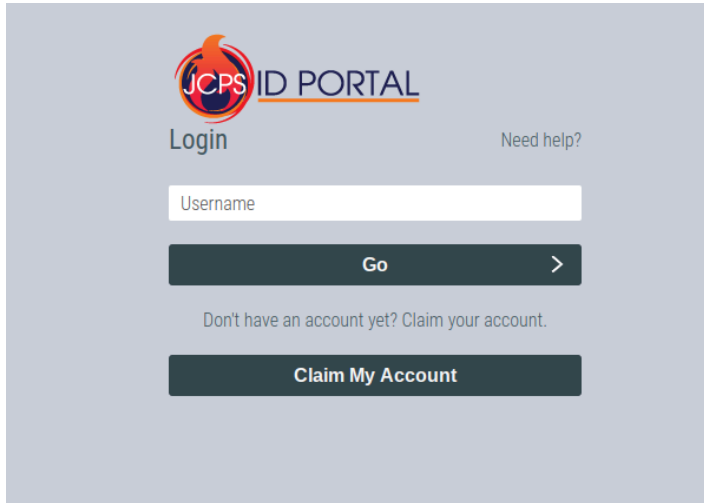
5. Step 4 of 4 is the completion screen. Keep up with your password. You will likely get kicked out of Google apps, so just reenter your school account and password to continue accessing from mobile devices.

*** Once complete, hold the power button on the chromebook and choose “sign out” to go to the login screen.**

Claim Your JCPS ID Portal Account on a Personal/ Windows Device

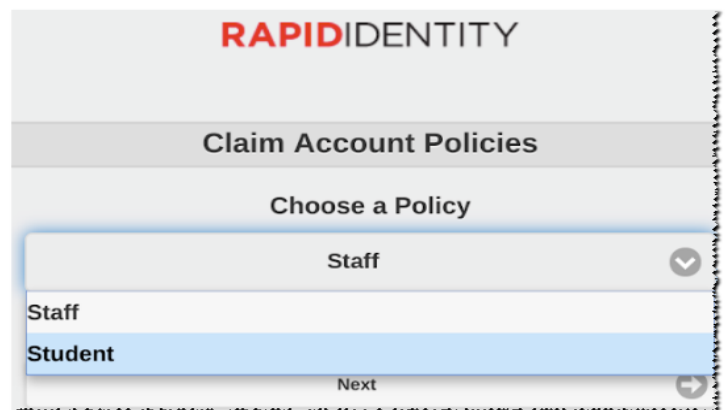
To claim the JCPS ID account, staff will need their UID number (located in TimeKeeper under personal information as UID) & students will need their Student ID/ Powerschool number. Follow the seven steps below to get started:

1. Access the portal directly at <https://identity.johnston.k12.nc.us>

The screenshot shows the JCPS ID Portal login interface. At the top left is the JCPS logo, followed by the text "ID PORTAL". Below this, the word "Login" is on the left and "Need help?" is on the right. There is a text input field labeled "Username". Below the field is a dark gray button with the text "Go" and a right-pointing arrow. Underneath the button is the text "Don't have an account yet? Claim your account." At the bottom is a dark gray button with the text "Claim My Account".

2. Click on “**Claim My Account**” button at the bottom of the gray box.

3. Use the dropdown menu to select account policy. **Students, pay attention to the drop down...** Be sure to select the “Student” option (sometimes you have to drop down twice before it appears).

The screenshot shows the RAPIDIDENTITY interface. At the top is the "RAPIDIDENTITY" logo. Below it is a section titled "Claim Account Policies". Under this section is a heading "Choose a Policy". There is a dropdown menu currently showing "Staff" with a downward arrow. The dropdown is open, showing two options: "Staff" and "Student". The "Student" option is highlighted in blue. Below the dropdown is a "Next" button with a right-pointing arrow.

4. Enter your ID number and accept the terms.

<u>STUDENTS:</u> Enter your Student or Powerschool ID	<u>STAFF:</u> Enter your UID Number
Note: Teachers & Tech Contacts can look-up Student IDs in the JCPS ID Portal	Note: You can locate the UID in TimeKeeper under Personal Information. This is not your JCPS Employee Number.

Claim Account

RAPIDIDENTITY

Step 1

Answer the following questions to claim your account

What is your Student Number?: *

" Johnston County Schools Technology and Digital Citizenship Agreement"

Johnston County Schools requires that all individuals using its network and electronic resources adhere to the rules and regulations set forth in Johnston County Board of Education policies 3340, 3341, and 5220. In addition, all users must have a signed Johnston County Schools (Students/Parents/Employees) Technology and Digital Citizenship Agreement on file with the school or district. ... General Disclaimer of Warranties and of Liability. Johnston County Schools does not represent or endorse the accuracy, adequacy, reliability, or completeness of any information or content contained on or linked, downloaded, or accessed from their network nor the quality of any other information.

☐ By clicking OK you agree to these terms and conditions.

Next

You will be prompted to enter either UID (Staff) or Student ID (Students). Please read the Johnston County Public Schools Technology and Digital Citizenship Agreement and click OK to agree with the terms then click Next.

Claim Account

RAPIDIDENTITY

Step 1

Answer the following questions to claim your account

What is your UID?: *

" Johnston County Schools Technology and Digital Citizenship Agreement"

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☒ By clicking OK you agree to these terms and conditions.

Next

Step 2

Update Your Password

JCPS Staff & Middle/High Students Password Policy

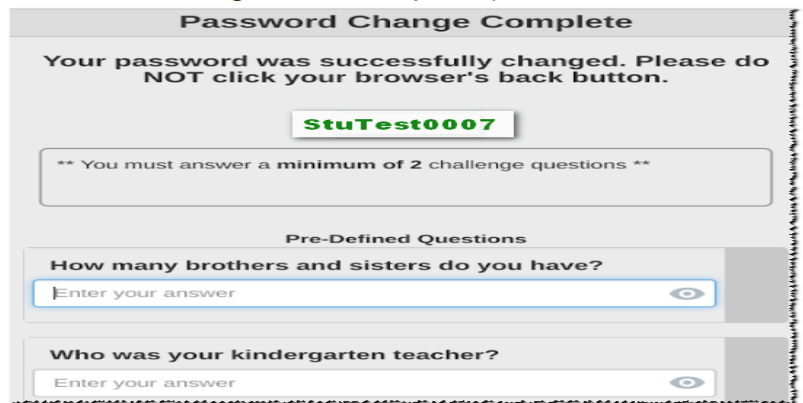
**** You must use a minimum of 8 characters including 1 number and 1 Uppercase Letter ****

Any of the last 5 passwords you have used will not be accepted.

Next

5. **Create your Password** (Note: Your password must meet the Password Policy and can not contain your first or last name or birthday).

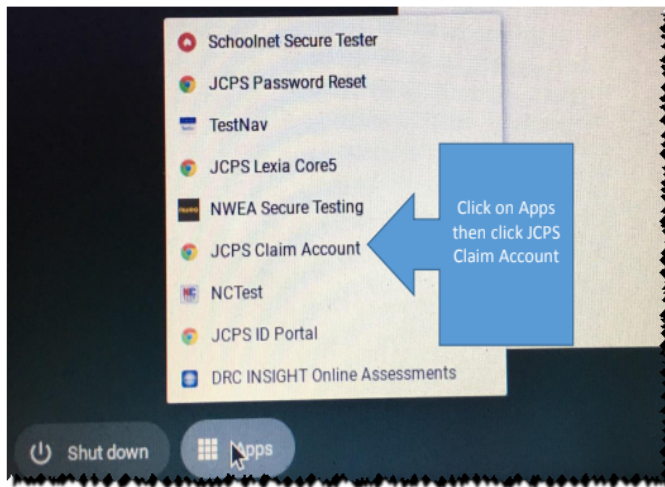
6. **Set up your challenge questions** (at least two, but the more you answer, the easier it will be to reset it using the self-help tool).



The screenshot shows a web interface for a 'Password Change Complete' screen. At the top, a grey header bar contains the text 'Password Change Complete'. Below this, a message states: 'Your password was successfully changed. Please do NOT click your browser's back button.' A green box with the text 'StuTest0007' is displayed. A note in a rounded rectangle says: '** You must answer a minimum of 2 challenge questions **'. Under the heading 'Pre-Defined Questions', there are two questions, each with a text input field and a circular icon to the right. The first question is 'How many brothers and sisters do you have?' with an input field containing 'Enter your answer'. The second question is 'Who was your kindergarten teacher?' with an input field containing 'Enter your answer'.

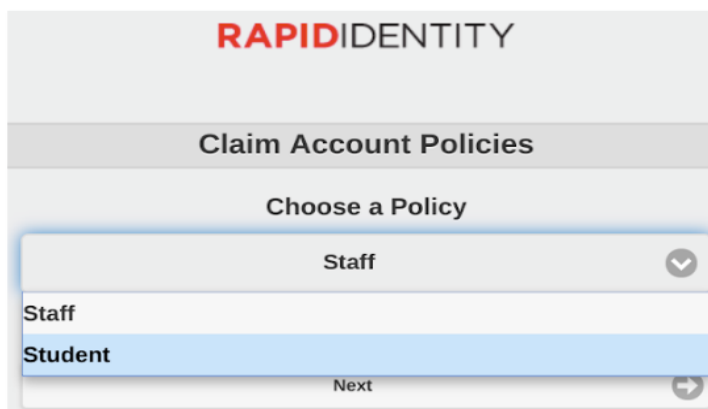
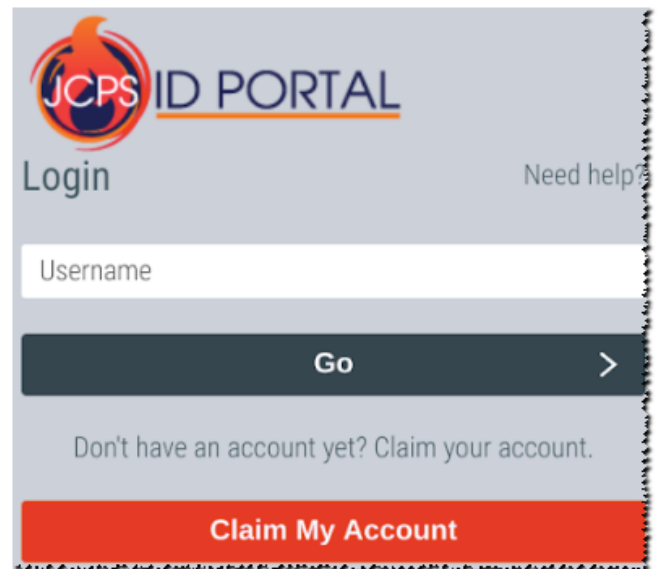
7. **You will see a complete screen!** Retain your password!

Claim your account on a school Chromebook



1. Click the apps menu in the bottom left prior to logging on & select "JCPS Claim Account" from the menu.

2. Click on "**Claim My Account**" at the bottom of the gray box.



3. Choose a policy. Students, pay attention to the drop down... Be sure to select the Student option when it appears.

4. Students will enter their student ID number and accept the terms. Staff will enter their UID and accept the terms.

<u>STUDENTS:</u> Enter your Student or Powerschool ID	<u>STAFF:</u> Enter your UID Number ID
Note: Teachers & Tech Contacts can look-up Student IDs in the JCPS ID Portal	Note: You can locate the UID in TimeKeeper under Personal Information. This is not your JCPS Employee Number.

Claim Account

RAPIDIDENTITY

Step 1

Answer the following questions to claim your account

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☐ By clicking OK you agree to these terms and conditions.

Next

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Claim Account

RAPIDIDENTITY

Step 1

Answer the following questions to claim your account

What is your UID?: *

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Johnston County Schools requires that all individuals using its network and electronic resources adhere to the rules and regulations set forth in Johnston County Board of Education policies 3340, 3341, and 5220. In addition, all users must have a signed Johnston County Schools (Students/Parents/Employees) Technology and Digital Citizenship Agreement on file with the school or district. . . . General Disclaimer of Warranties and of Liability. Johnston County Schools does not represent or endorse the accuracy, adequacy, reliability, or completeness of any information or content contained on or linked, downloaded, or otherwise accessed from their network, nor the quality of any other information.

☒ By clicking OK you agree to these terms and conditions.

Next

Powered by Identity Automation

You will be prompted to enter either UID (Staff) or Student ID (Students). Please read the Johnston County Public Schools Technology and Digital Citizenship Agreement and click OK to agree with the terms then click Next.

Step 2

Update Your Password

JCPS Staff & Middle/High Students Password Policy

**** You must use a minimum of 8 characters including 1 number and 1 Uppercase Letter ****

Any of the last 5 passwords you have used will not be accepted.

Next

- 5. Create your Password** (Note: Your password must meet the Password Policy and can not contain your first or last name or birthday).

- ## 6. Set up your challenge questions.

Password Change Complete

Your password was successfully changed. Please do NOT click your browser's back button.

StuTest0007

**** You must answer a minimum of 2 challenge questions ****

Pre-Defined Questions

How many brothers and sisters do you have?

Enter your answer

Who was your kindergarten teacher?

Enter your answer

7. Completion Screen! Retain your password!