

Student Password Reset

How To

Reset using Self Service Account Management

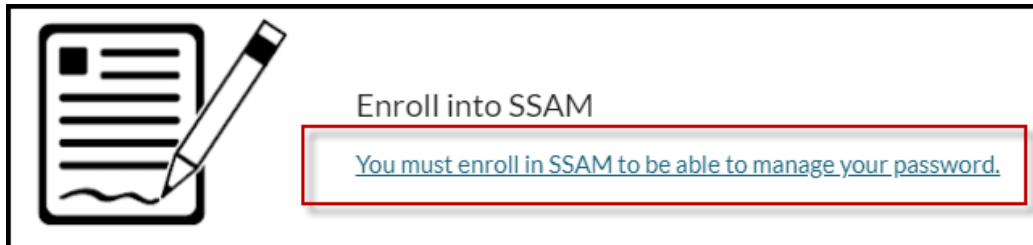
This site is available 24/7, from anywhere, using any computer, phone or tablet, at any time. This site will allow you to enroll in Self Service Account Management (SSAM), change your password, reset your password if you have forgotten your password, or unlock your account if it has become locked, and enroll in multi-factor authentication (MFA) for Google.

To enroll in SSAM you must know your password. If you have forgotten your password, you will need to contact your teacher to have a temporary password created.

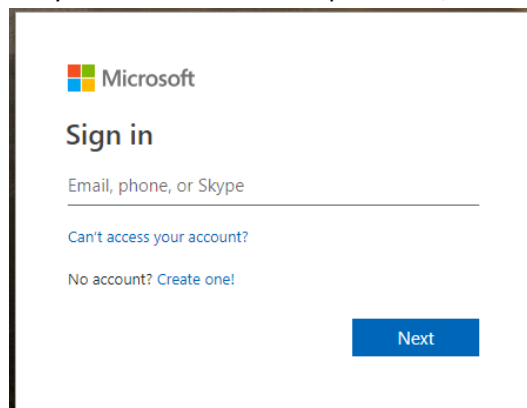
From any internet connected computer, tablet or mobile device, go to: <https://password.hsd.k12.or.us/>

Enroll into SSAM

1. Click on the link to start your enrollment.



2. Sign in, enter your District email and password, click **Next**.

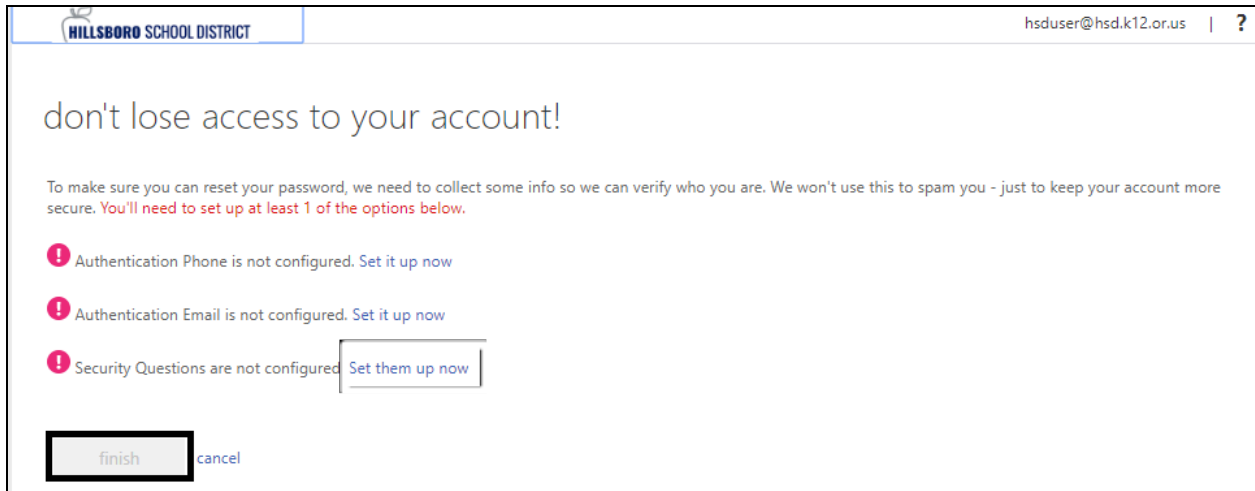


3. Configure **one** of the three options below (***we recommend using "Security Questions" for younger students.***)
4. Click on **Set them up now**

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5. Enter pertinent information
6. Click **finish**.



The screenshot shows a web browser window with the Hillsboro School District logo in the top left and the email address 'hsduser@hsd.k12.or.us' in the top right. The main heading is 'don't lose access to your account!'. Below this, a message states: 'To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. You'll need to set up at least 1 of the options below.' There are three items listed with red exclamation mark icons: 'Authentication Phone is not configured. Set it up now', 'Authentication Email is not configured. Set it up now', and 'Security Questions are not configured. Set them up now'. At the bottom, there are two buttons: 'finish' (highlighted with a black border) and 'cancel'.

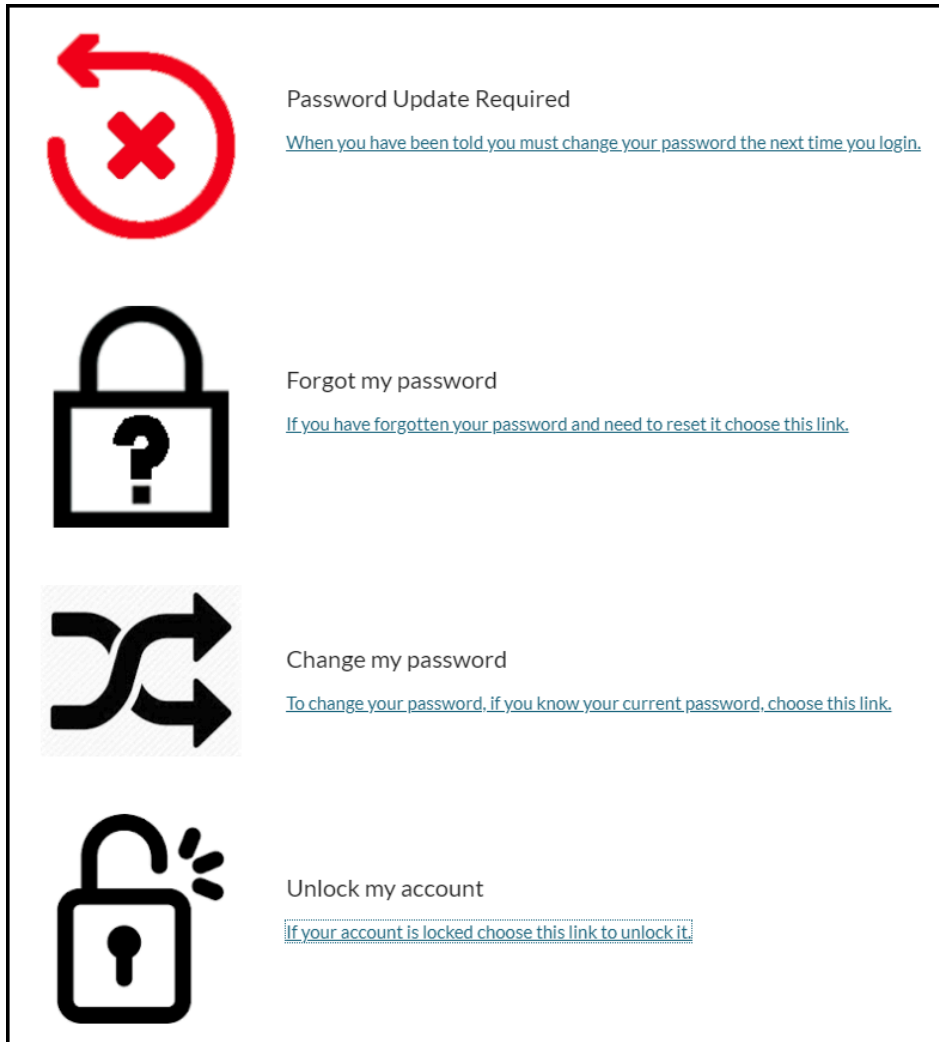
Change Password

After enrolling, use the options listed below to change your password. If you know your current password, choose Change my password, without enrolling. *Note: if you do not enroll the other benefits of this site will be lost.*

1. Click on the appropriate link to change your password.

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2. **Password Update required.** Use if your password expired because you did not update it after receiving an email from Tech Services indicating your password was about to expire.
3. **Change my password.** Use if you wish to change your password or are sure someone else knows it. Enter your user name, current password, new password, confirm new password. Click **Submit**.

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Old password

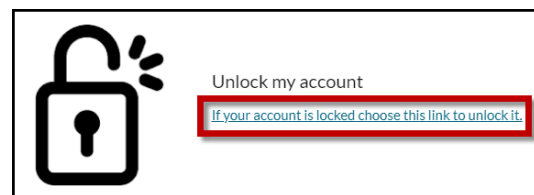
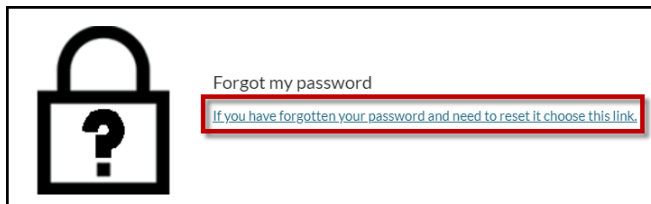
Create new password

Confirm new password

submit

cancel

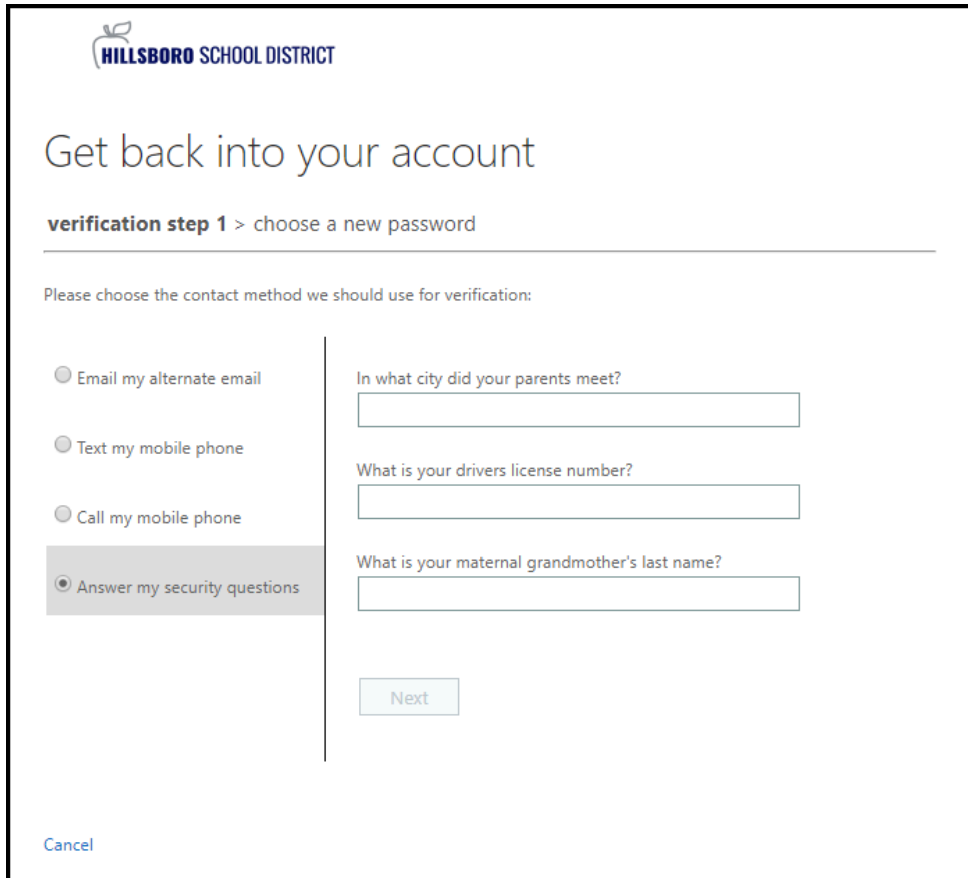
4. **Forgot my password** and **Unlock my account**. Use if you forgot your password or are getting a message at the login screen that you are unable to log in due to your account being locked.



- a. Enter your email address, enter the characters in the picture or the words in the audio, click **Next**. Select why you are having trouble signing in, click **Next**. Choose the verification method - again, we recommend using security questions for younger students.

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The screenshot shows a web form titled "Get back into your account" with a sub-header "verification step 1 > choose a new password". Below this, it asks the user to "Please choose the contact method we should use for verification:". There are four radio button options: "Email my alternate email", "Text my mobile phone", "Call my mobile phone", and "Answer my security questions". The "Answer my security questions" option is selected and highlighted. To the right of these options are three text input fields with the following prompts: "In what city did your parents meet?", "What is your drivers license number?", and "What is your maternal grandmother's last name?". Below these fields is a "Next" button. At the bottom left of the form is a "Cancel" link.

Student Password Policies

Grades K-2

- Chromebooks set to utilizing QR code logins
- No need to change/manage passwords

Grades 3-4

- Password requirements: at least 8 characters long, 730 day expiration

Grades 5-6

- Password requirements: at least 8 characters long, 375 day expiration*



Student Password Reset

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Grades 7-9

- Password requirements: at least 10 characters long, 375 day expiration*

Grades 9-12

- Password requirements: at least 12 characters long, 375 day expiration*

*Students must manually change their password each September to avoid the password expiring and interrupting assignments and/or state testing.