HILLSBORO SCHOOL DISTRICT

TECHNOLOGY SERVICES

Student Password Reset
How To

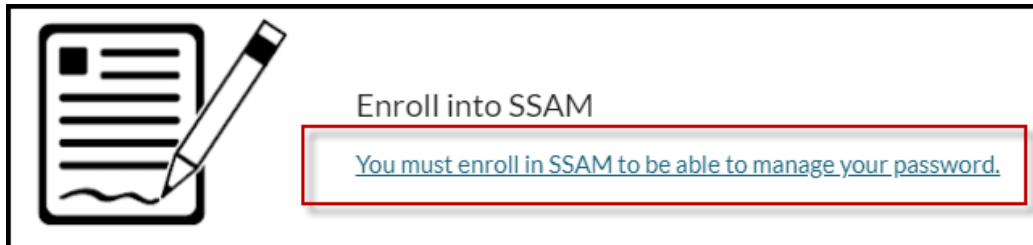# Reset using Self Service Account Management

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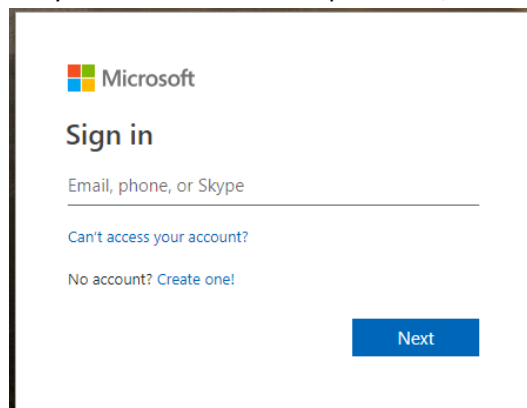
From any internet connected computer, tablet or mobile device, go to: https://password.hsd.k12.or.us/

Enroll into SSAM

1. Click on the link to start your enrollment.

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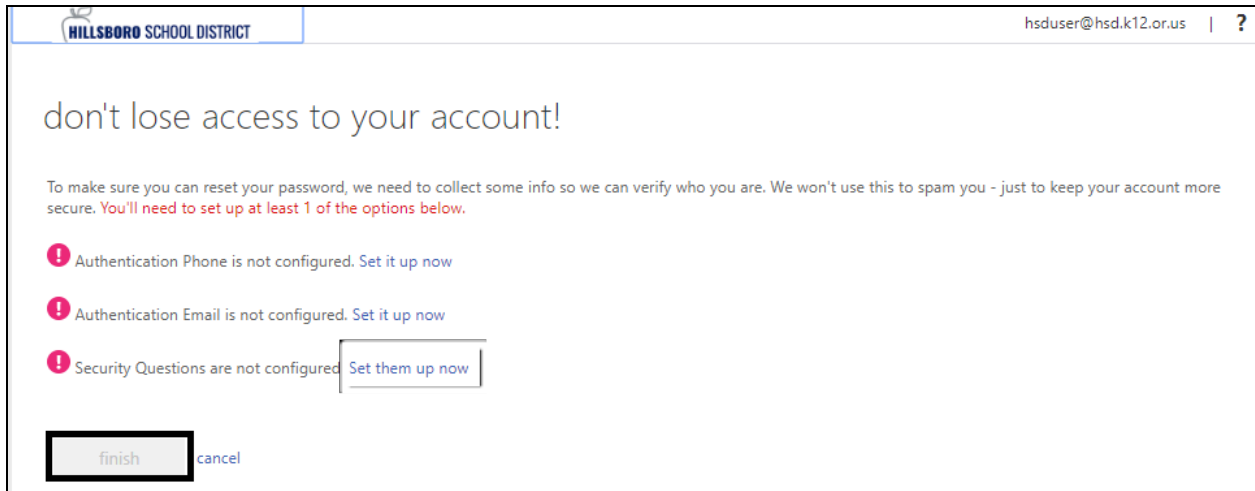

3. Configure **one** of the three options below (**we recommend using "Security Questions" for younger students.**)
4. Click on **Set them up now**

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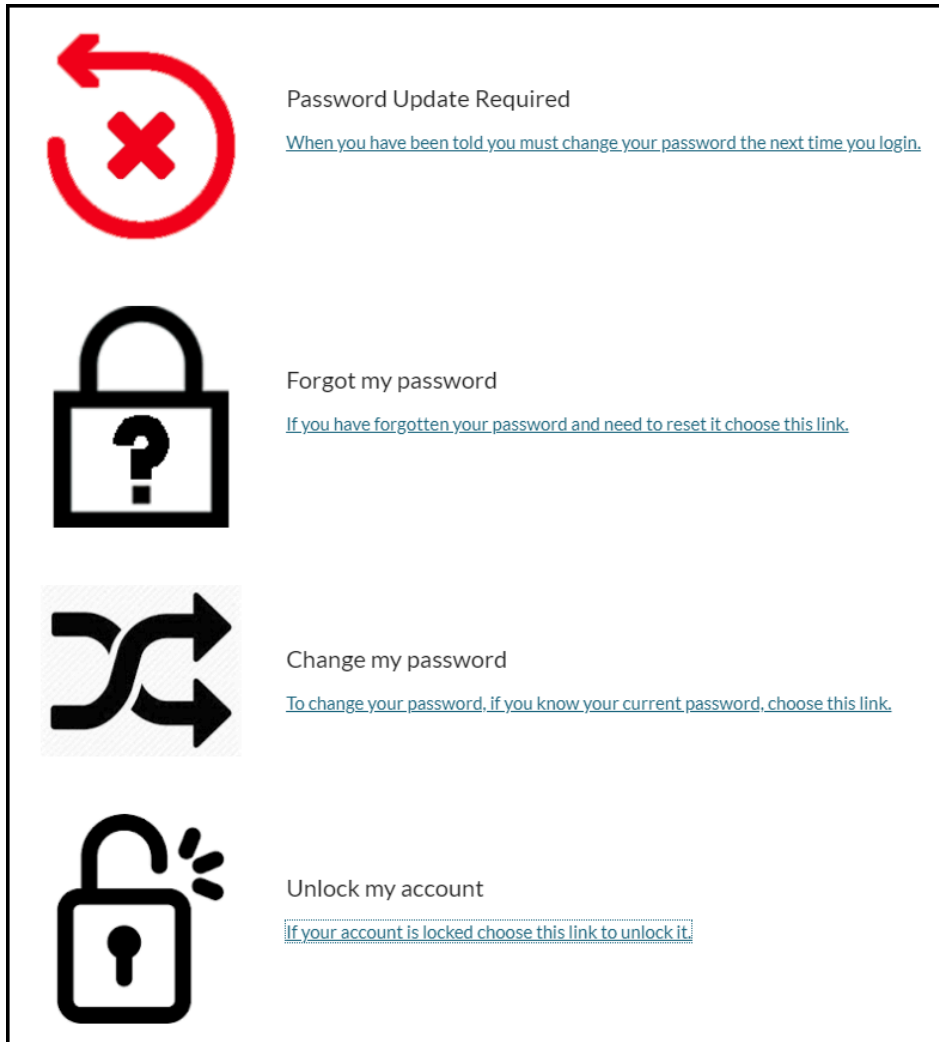6. Click **finish**.

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.

HILLSBORO SCHOOL DISTRICT
TECHNOLOGY SERVICES

Password Update Required
When you have been told you must change your password the next time you login.

Forgot my password
If you have forgotten your password and need to reset it choose this link.

Change my password
To change your password, if you know your current password, choose this link.

Unlock my account
If your account is locked choose this link to unlock it.

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**.
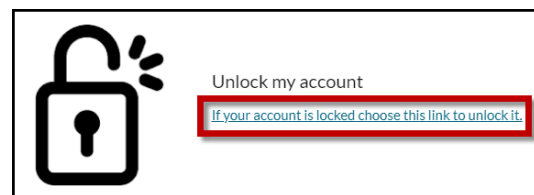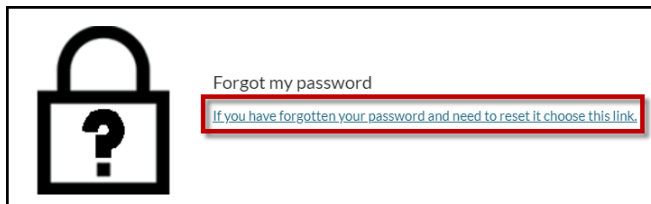
Student Password Reset
How To

Old password

[   ]

Create new password

[   ]

Confirm new password

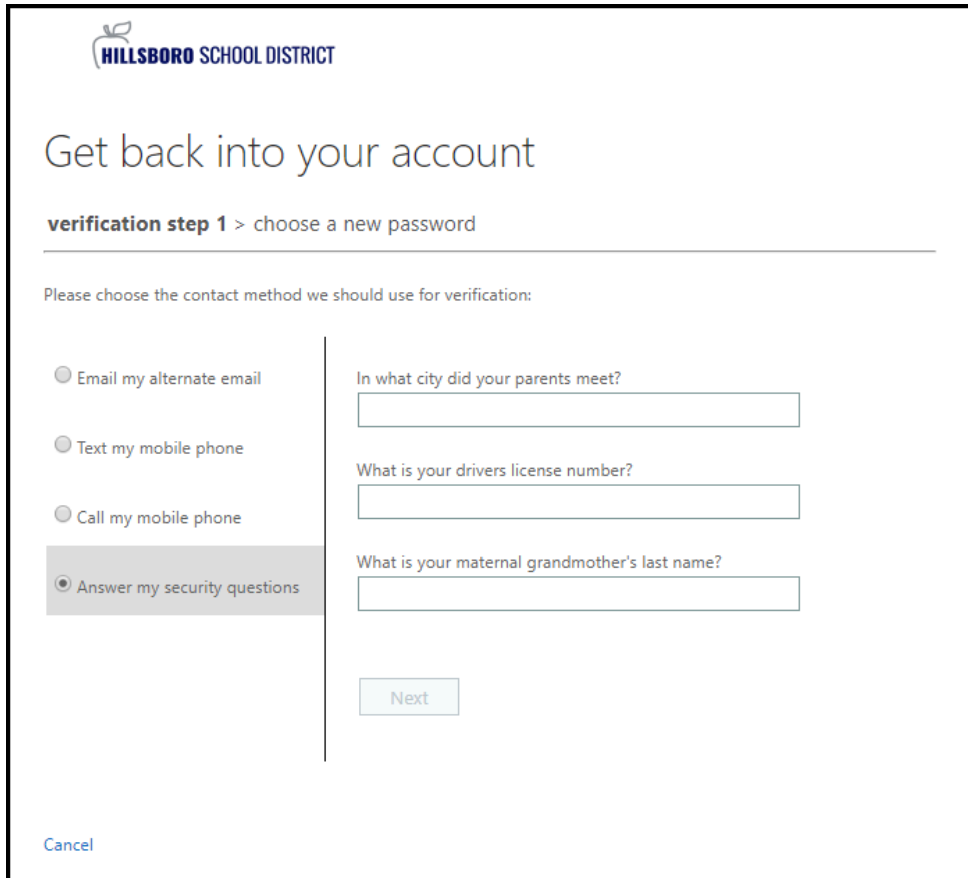[   ]

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.

Forgot my password
If you have forgotten your password and need to reset it choose this link.

Unlock my account
If your account is locked choose this link to unlock it.

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.

Student Password Reset
How To

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
How To

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.