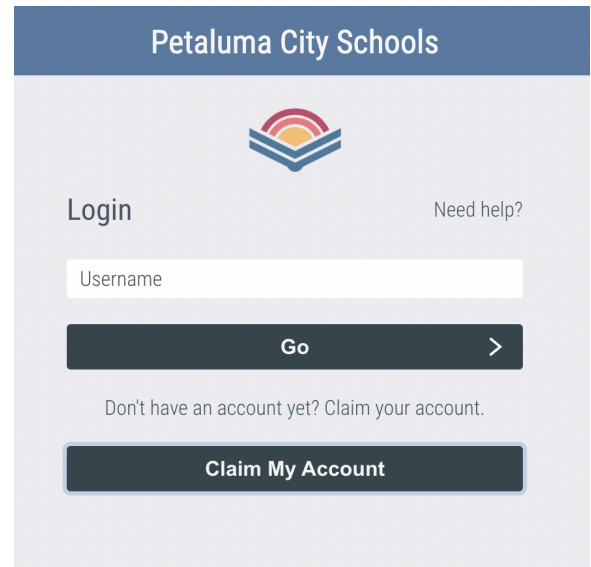


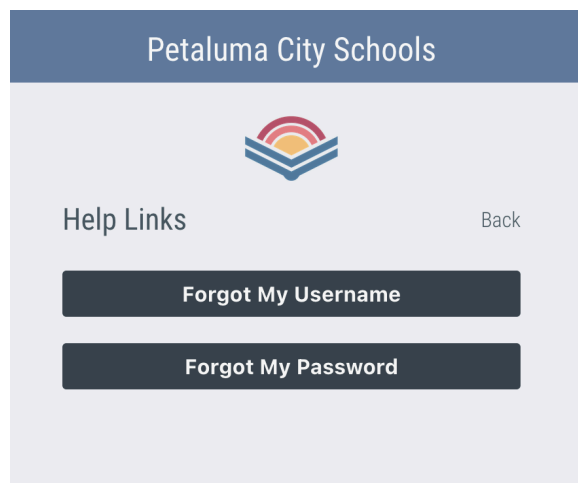
Petaluma City Schools- Password Recovery

If you have forgotten your password, you may reset it using the following instructions

- 1) Open a web browser and navigate to the address <https://account.petk12.org>
- 2) In the login window that appears, click on “**Need help?**”



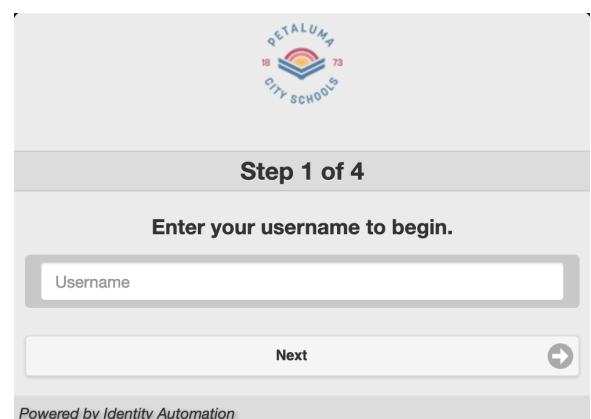
The image shows the Petaluma City Schools login page. At the top is a blue header with the school name. Below it is a logo. The main section is titled 'Login' and includes a 'Need help?' link. There is a text input field for 'Username' and a dark blue 'Go' button with a right arrow. Below the button is a link: 'Don't have an account yet? Claim your account.' At the bottom is a dark blue button labeled 'Claim My Account'.



The image shows the 'Help Links' page on the Petaluma City Schools account portal. It features a blue header with the school name and a logo. Below the logo, there are two dark blue buttons: 'Forgot My Username' and 'Forgot My Password'. A 'Back' link is visible in the top right corner.

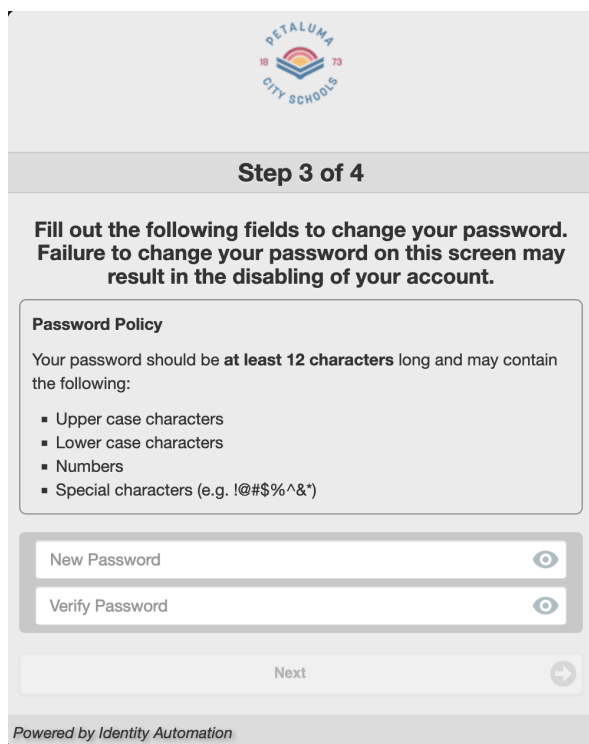
- 3) Click on the button for “**Forgot My Password**”

- 4) Enter your username - the first part of your email address before @petk12.org. For example, if your email address was jsmith@petk12.org, your username would be **jsmith**.



The image shows the first step of the password recovery process. It is titled 'Step 1 of 4' and 'Enter your username to begin.' There is a text input field for 'Username' and a 'Next' button with a right arrow. At the bottom, it says 'Powered by Identity Automation'.

- 5) You will be asked to answer two security questions that you set during your account claiming process. If you cannot remember your answers, please email helpdesk@petk12.org and someone will contact you to assist.



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.

Password Policy

Your password should be **at least 12 characters** long and may contain the following:

- Upper case characters
- Lower case characters
- Numbers
- Special characters (e.g. !@#\$%^&*)

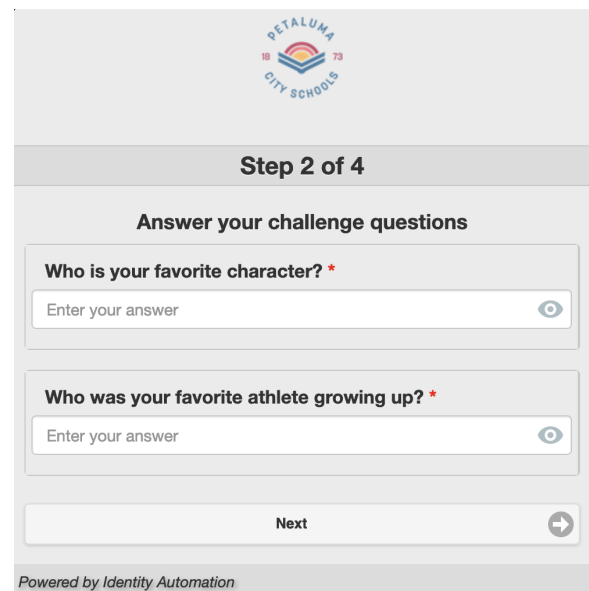
New Password

Verify Password

Next

Powered by Identity Automation

- 7) If your password meets the requirements, you will be given a confirmation screen.



Step 2 of 4

Answer your challenge questions

Who is your favorite character? *

Enter your answer

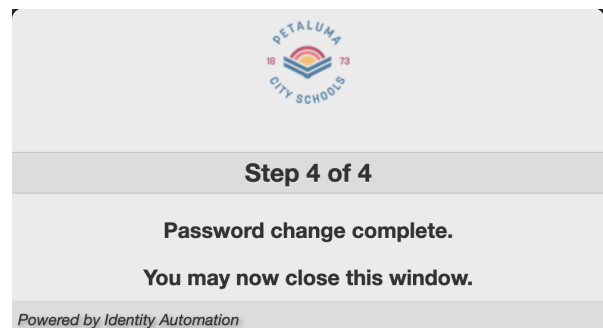
Who was your favorite athlete growing up? *

Enter your answer

Next

Powered by Identity Automation

- 6) Once you have answered the questions, you may then enter and confirm your new password.



Step 4 of 4

Password change complete.

You may now close this window.

Powered by Identity Automation

- 8) You may now use your new password to log into any district computers, district email, or Google Workspace.