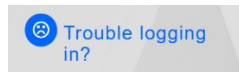


## Password Reset for Students

### Resetting your password

All students have to login to use AISD devices and applications using Rapid ID, which is also used to reset and change their password. Access to other applications they use will normally be using this same login information.



Students reset their passwords in the [Rapid Identity application](#). Grades 3-12 must reset their passwords by default the first time they login. Grades PreK-2 do not and can use the [new QR code login](#).

If they cannot login they should use the "Need Help" link above the login area. If they are unable to reset their password through this method, they should use the "Trouble Logging In" icon on the main login page for the [Student Technology Portal](#).

OR

Use the link on the [Technology Resources page to email the contact at your campus](#) –

- Scroll down to the **Student Passwords** section / **Student Password reset**
- Click on the **View Contact Information**
- Find your **Campus**.
- Copy the **email address** into your "To" field and send an email containing your **Name, Campus, Student ID and Username**

### Passwords – Format and Strength

- Password must be at least 8 characters long
  - Password can not exceed 15 characters
    - Contain at least one upper case letter
    - Contain at least one lower case letter
    - Contain at least one number character
      - Must not contain spaces
  - Password can't be the same as your previous password
  - Password can't contain any part of your name or username

It is important that you set a strong password and it meets the password requirements to access AISD systems. The policy requirements shown above are set for student accounts – They do not need to use special characters!

*NOTE: Adding an exclamation (!) at the end of a password does not increase its complexity in a meaningful way!*

When creating a password, you should also be aware not to use:

<ul style="list-style-type: none"><li>• A derivative of your username</li><li>• A single word found in a dictionary (English or foreign)</li><li>• A single dictionary-word spelled backward.</li><li>• A single dictionary word (forward or backward) preceded and/or followed by any other single character (e.g., secret1, 1secret, secret?, secret!)</li><li>• Names of family, pets, friends, co-workers, etc.</li><li>• Computer terms and names, commands, sites, companies, hardware, software</li></ul>	<ul style="list-style-type: none"><li>• Birthdays and other personal information such as addresses and phone numbers.</li><li>• Word or number patterns like aaabbb, qwerty, zyxwvuts, 123321, etc.</li><li>• Sports team names or people (with any numbers)</li><li>• Prominent bands, actors, artists, academics, astronomers, planets, etc.</li><li>• Movie and comic book characters</li><li>• Common movie or song quotes/lyrics</li></ul>
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Do not use anything an attacker might glean or guess from your social media posting or group memberships, job or role. Do not use an unlock pattern to secure your mobile device. They are trivial to snoop with a quick glance. Passwords, PINs and biometrics are much more secure.

A screenshot of a web form titled "Choose answers that you will remember." It contains three identical rows. Each row has a dropdown menu labeled "Select Question" and a text input field labeled "Answer" with a toggle icon to its right.

### Security Questions

For grades 3-12, you will also be asked to create security questions on your first login. These are important and will help you reset your own password should you forget it.