

Self Service Password Updates

This document outlines the steps required to change your password to a passphrase. In the event you have forgotten your password, the steps to do a self-service password reset (SSPR) are included.

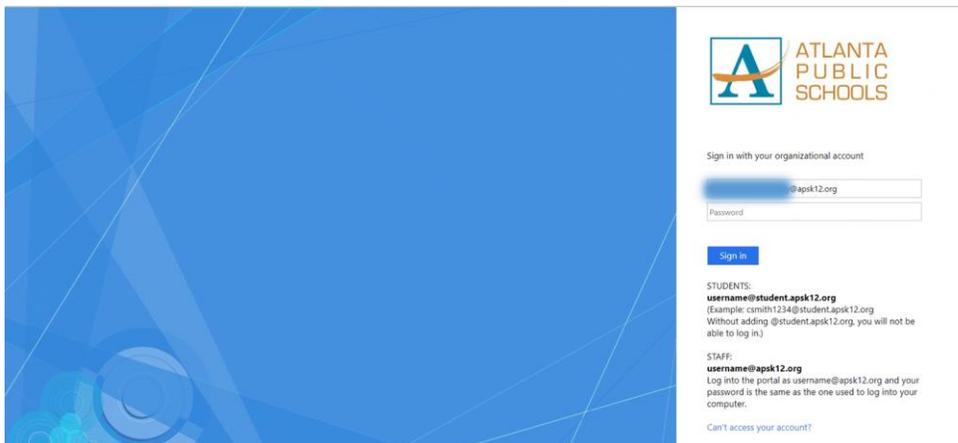
- **Password change:** allows users who know the current password to change their password.
- **Registration:** grants the user the rights to reset their password when the need arises.
- **Password Reset:** may be required when the user forgets the old password.

Password Change

1. Enter the following address in your browser

<http://tinyAPS.com/?mymicrosoft>

2. You may get the APS sign in screen if you are not on the APS network.
Enter your username@apsk12.org and password



The screenshot shows the Atlanta Public Schools sign-in page. On the left is a blue background with a large white 'A' logo. On the right is a white sign-in form. The form includes the Atlanta Public Schools logo, the text 'Sign in with your organizational account', a text input field for the username (pre-filled with '@apsk12.org'), a password input field, and a blue 'Sign in' button. Below the button, there are instructions for students and staff. The student instructions specify the username format as 'username@student.apsk12.org' and provide an example. The staff instructions specify the username format as 'username@apsk12.org' and note that the password is the same as the one used to log into the computer. At the bottom right, there is a link for 'Can't access your account?'.

ATLANTA
PUBLIC
SCHOOLS

Sign in with your organizational account

@apsk12.org

Password

Sign in

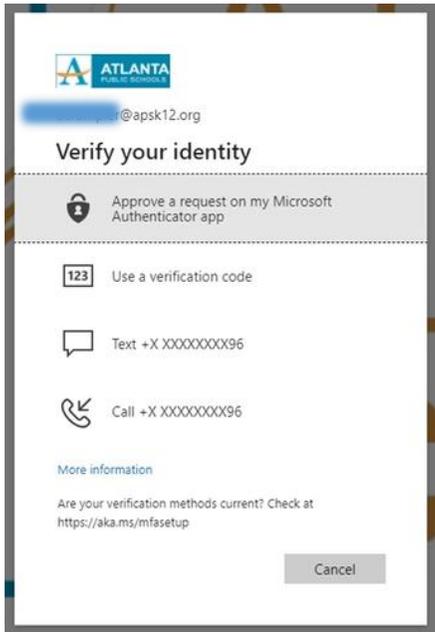
STUDENTS:
username@student.apsk12.org
(Example: csmith1234@student.apsk12.org
Without adding @student.apsk12.org, you will not be able to log in.)

STAFF:
username@apsk12.org
Log into the portal as username@apsk12.org and your password is the same as the one used to log into your computer.

Can't access your account?

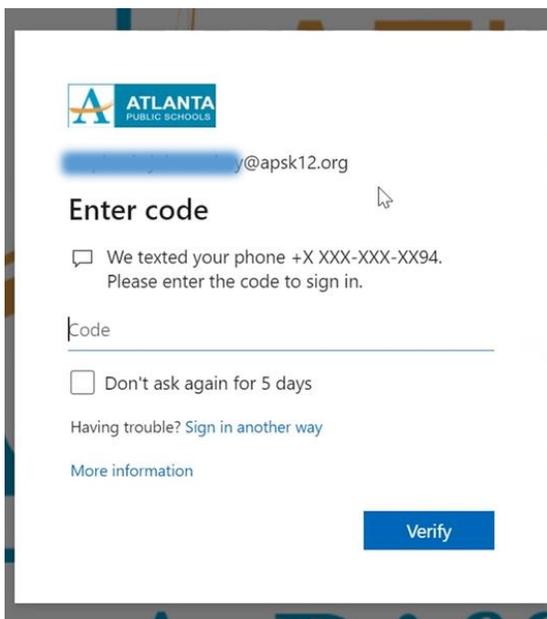
Self Service Password Updates

3. Select Identity Verification method



The screenshot shows the 'Verify your identity' screen. At the top, there is the Atlanta Public Schools logo and the email address 'y@apsk12.org'. Below the title, there are three verification options: 'Approve a request on my Microsoft Authenticator app' (with a shield icon), 'Use a verification code' (with a '123' icon), 'Text +X XXXXXXXX96' (with a speech bubble icon), and 'Call +X XXXXXXXX96' (with a phone icon). There is a 'More information' link and a URL 'https://aka.ms/mfasetup'. A 'Cancel' button is at the bottom right.

4. Enter the code



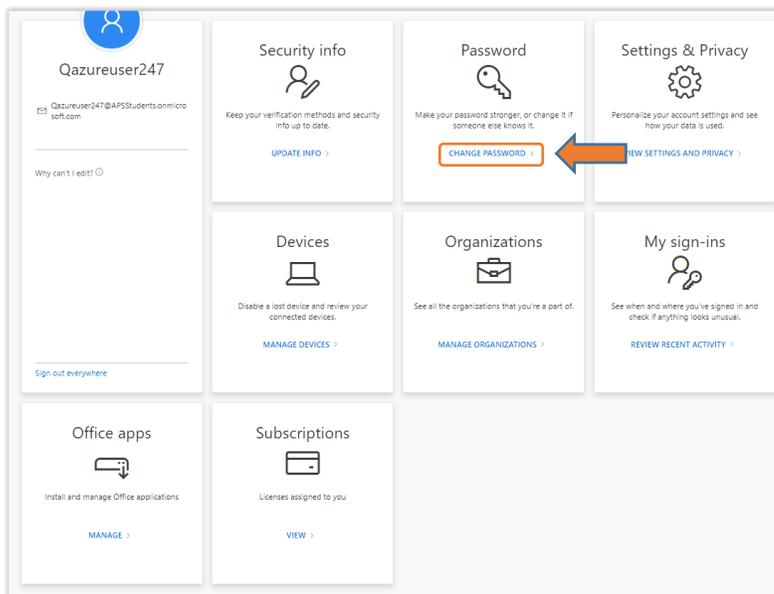
The screenshot shows the 'Enter code' screen. At the top, there is the Atlanta Public Schools logo and the email address 'y@apsk12.org'. Below the title, there is a message: 'We texted your phone +X XXX-XXX-XX94. Please enter the code to sign in.' Below this is a text input field labeled 'Code'. There is a checkbox for 'Don't ask again for 5 days'. There is a link for 'Having trouble? Sign in another way' and a 'More information' link. A blue 'Verify' button is at the bottom right.

Self Service Password Updates

- Click "Change Password"

NOTE: Your new password must be a passphrase instead of a password. An example of a passphrase is **“What a wonderful day!”**

A simple sentence with punctuation meets the required complexity including the minimum length of 15 characters.



- Enter your old password once and the new passphrase twice to reset.

- Click **Submit**



Change password

User ID
Stephanie.JohnsonBey@apks12.org

Old password

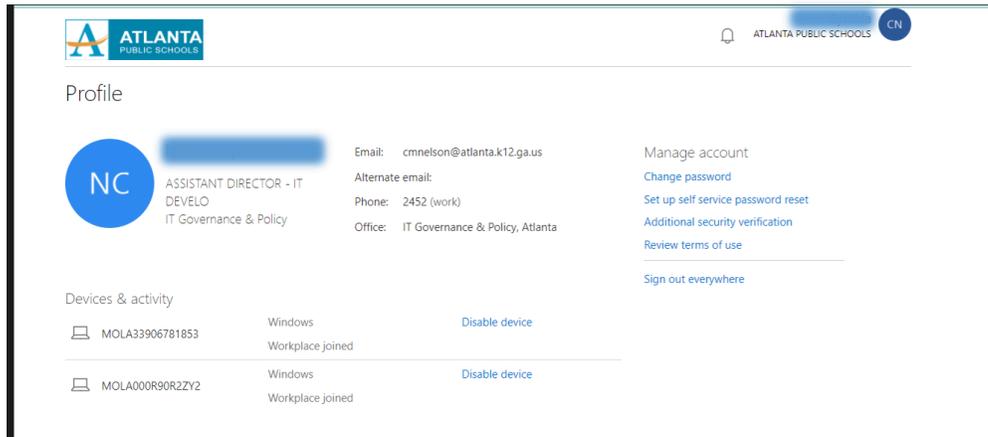
Create new password

Confirm new password

←

Self Service Password Updates

8. Your profile information will be displayed.



The screenshot shows a user profile page for Atlanta Public Schools. The page header includes the Atlanta Public Schools logo and a user profile icon labeled 'CN'. The main content area is titled 'Profile' and displays the following information:

- Profile:** A circular profile picture with the initials 'NC'. The name is redacted with a blue bar. The title is 'ASSISTANT DIRECTOR - IT DEVELOPMENT' and the department is 'IT Governance & Policy'.
- Contact Information:**
 - Email: cmnelson@atlanta.k12.ga.us
 - Alternate email: (redacted)
 - Phone: 2452 (work)
 - Office: IT Governance & Policy, Atlanta
- Account Management Links:**
 - Manage account
 - Change password
 - Set up self service password reset
 - Additional security verification
 - Review terms of use
 - Sign out everywhere
- Devices & activity:**

Device ID	OS	Status	Action
MOLA33906781853	Windows	Workplace joined	Disable device
MOLA000R90R2ZY2	Windows	Workplace joined	Disable device

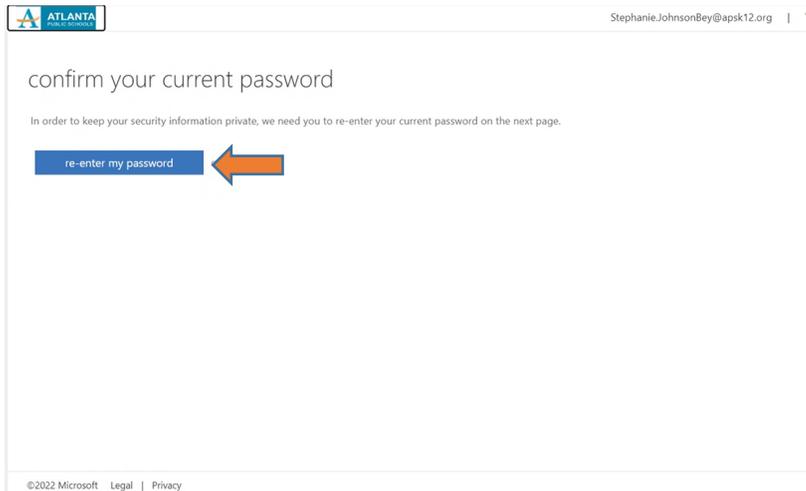


You have successfully changed your password

Registration

1. Enter the following address in your browser
<https://bit.ly/APS-Register-SSPR>
2. Click on Re-enter my password to confirm your password

Self Service Password Updates



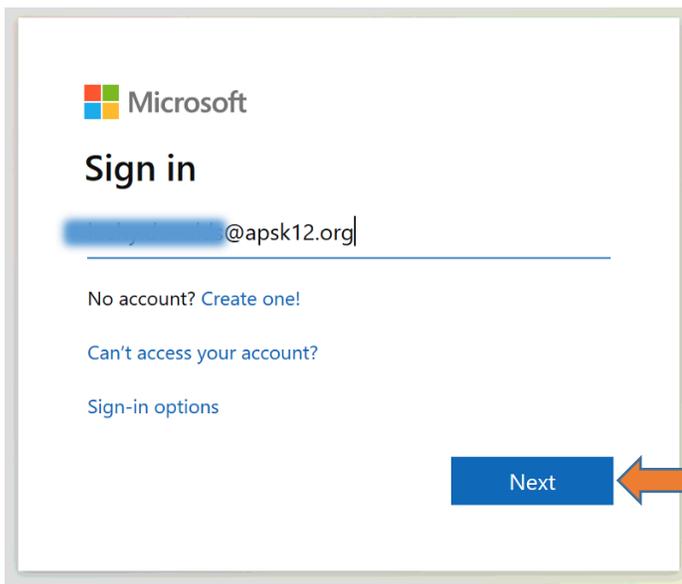
confirm your current password

In order to keep your security information private, we need you to re-enter your current password on the next page.

re-enter my password

©2022 Microsoft Legal | Privacy

3. Enter your username@apsk12.org
4. Click **Next**



 Microsoft

Sign in

_____@apsk12.org

No account? [Create one!](#)

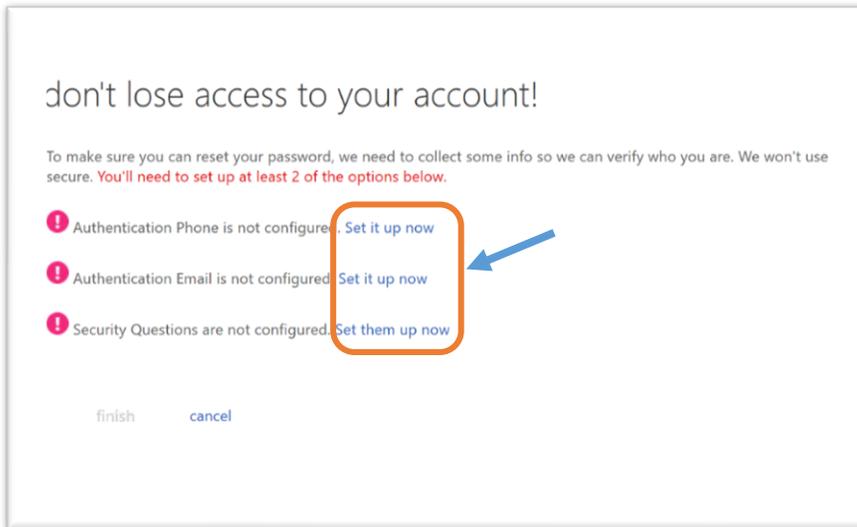
[Can't access your account?](#)

[Sign-in options](#)

Next

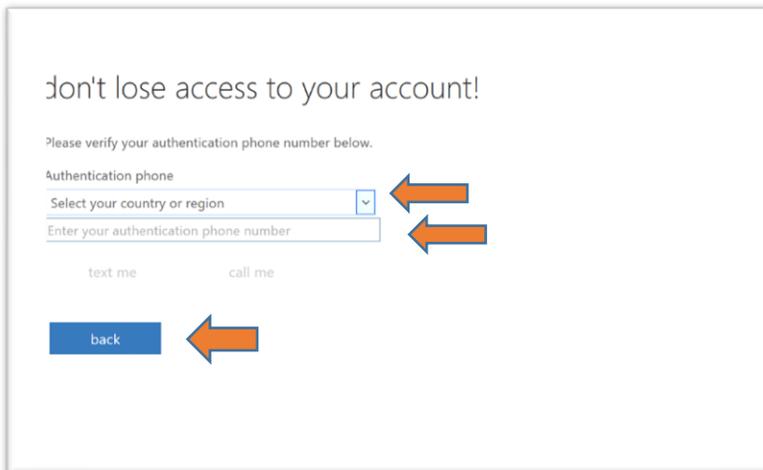
5. Select your authentication method on the "don't lose access to your account" screen.
Note: You must choose 2 out of the 3 options provided.

Self Service Password Updates



For Authentication Phone, choose "United States" as the region, and enter your phone number

- Click on "text me" or "call me"
 - If you select "text me", you will be provided with a form to enter the code sent to your text message
 - If you select "call me", wait for the phone call, answer the call and follow the instructions
- Click **Back**

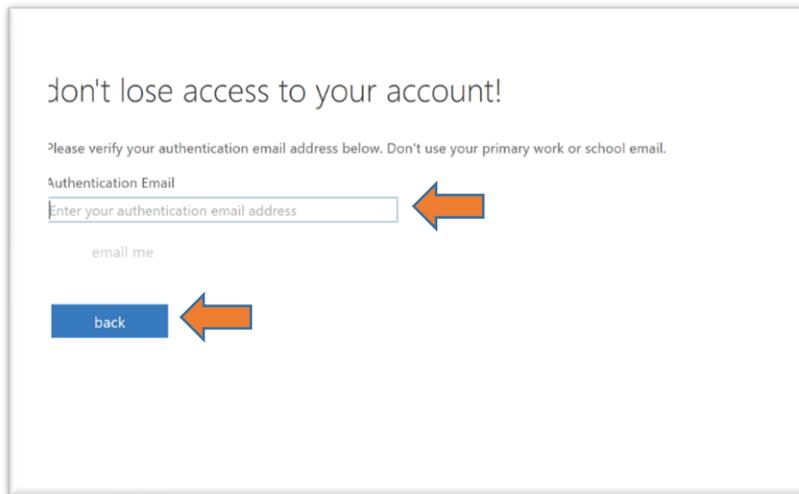


For Authentication Email, enter your email address and wait for the code

Self Service Password Updates

NOTE: You must use a non-APS email. If you do not want to enter a personal email address, you may still call the Service desk at x1000.

- Enter the code from your email in the Authentication Email Box
- Click on **Back**



don't lose access to your account!

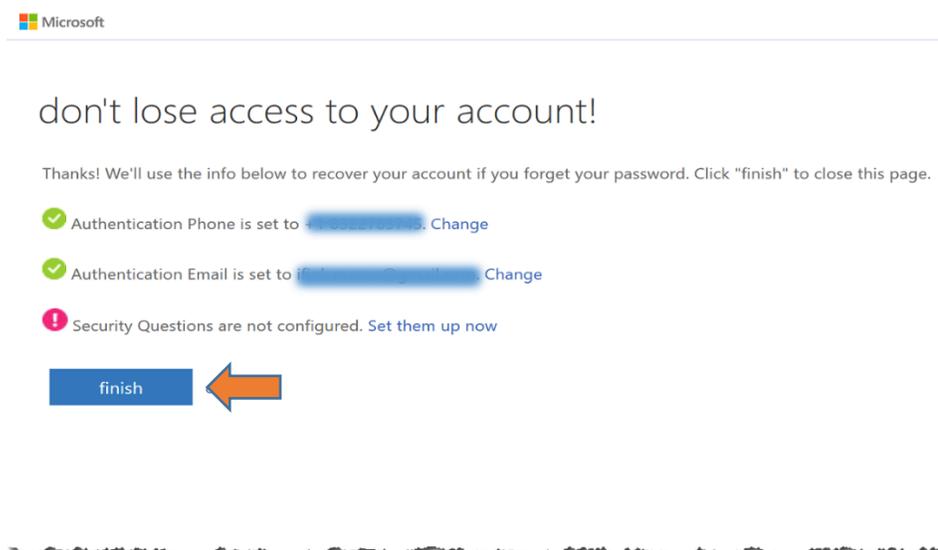
Please verify your authentication email address below. Don't use your primary work or school email.

Authentication Email

email me

back

6. Click **Finish**



Microsoft

don't lose access to your account!

Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.

- ✓ Authentication Phone is set to [redacted] Change
- ✓ Authentication Email is set to [redacted] Change
- ! Security Questions are not configured. Set them up now

finish

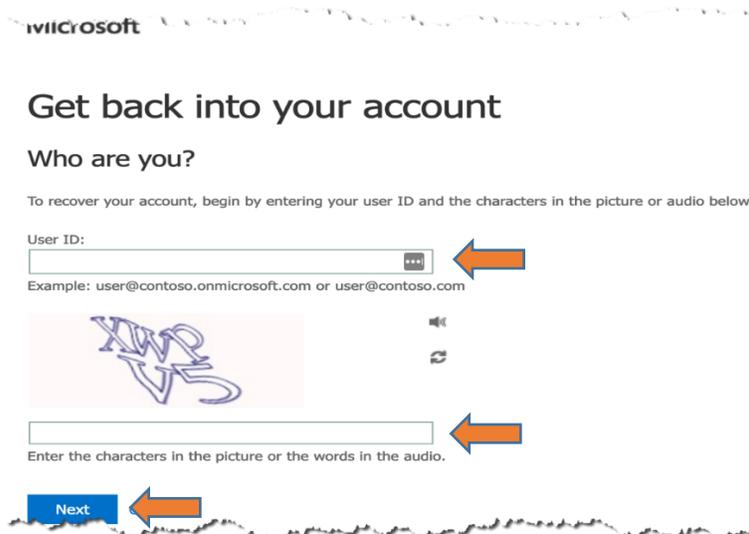


You have successfully completed the APS Self Service Password Registration

Self Service Password Updates

Password Reset

1. Enter the following address in your browser
<https://bit.ly/APS-SSPReset>
2. In User ID enter your username@apsk12.org
3. Enter the characters in the picture into the box provided
4. Click **Next**



microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:
  ←

Example: user@contoso.onmicrosoft.com or user@contoso.com

   ←

Enter the characters in the picture or the words in the audio.

←

5. Select "I forgot my password"
6. Click **Next**

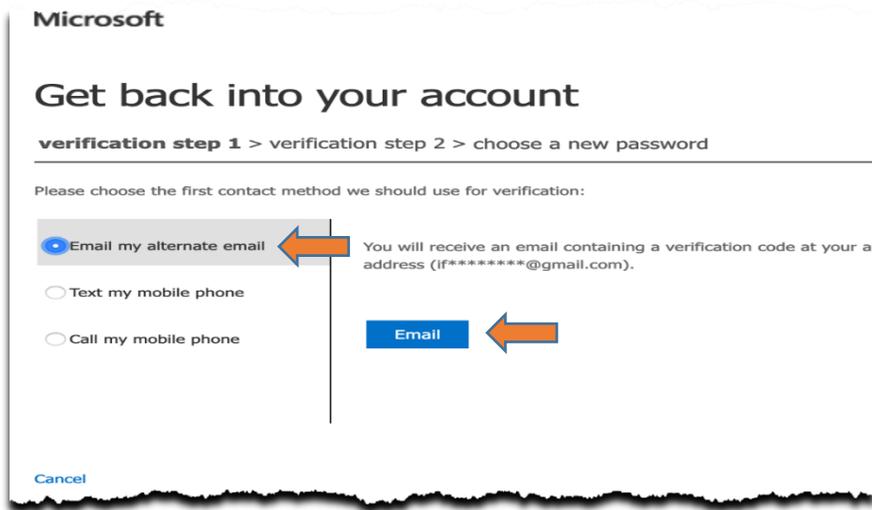
Self Service Password Updates



7. Choose one of the options, for the first verification step
 - For example, select "email my alternate email"

Self Service Password Updates

8. Click **Email**



Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

You will receive an email containing a verification code at your alternate email address (if*****@gmail.com).

Email

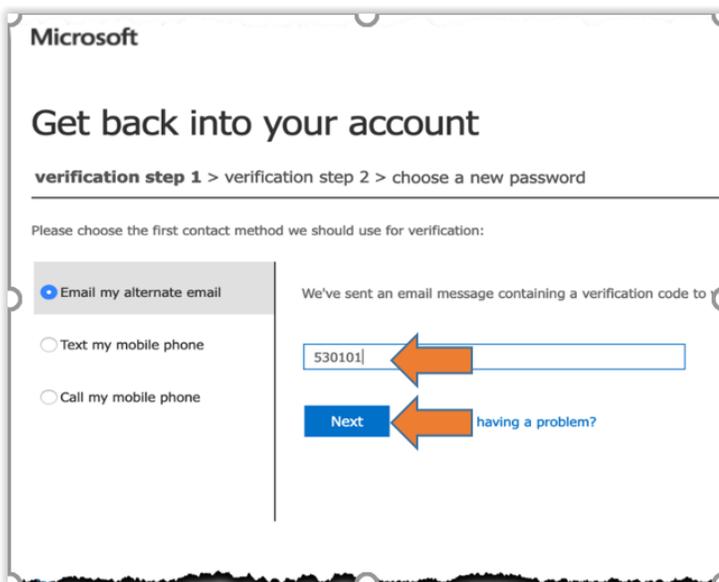
[Cancel](#)

9. Enter the code sent into the box provided

- Log into your alternate email
- Copy the verification code sent to your email

10. Enter the code into the box provided

11. Click **Next**



Microsoft

Get back into your account

verification step 1 > verification step 2 > choose a new password

Please choose the first contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent an email message containing a verification code to your alternate email address.

530101

Next [having a problem?](#)

Self Service Password Updates

12. Select the option for verification step 2

13. Click **Text**

Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your current phone number (*****45) below. You will then receive a text message with a verification code which can be used to reset your password.

14. Check your text message

15. Enter the code in the box

16. Click **Next**

Microsoft

Get back into your account

verification step 1 ✓ > **verification step 2** > choose a new password

Please choose the second contact method we should use for verification:

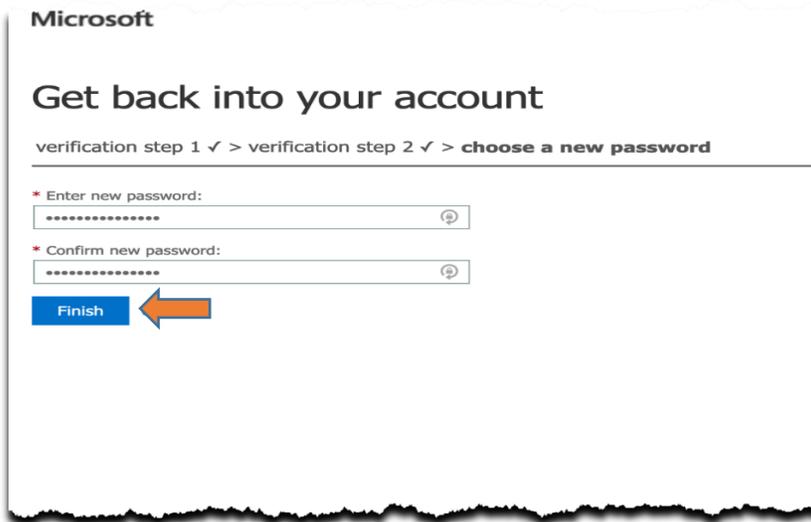
Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone number.

Self Service Password Updates

17. Enter your new password twice
18. Click **Finish**



Microsoft

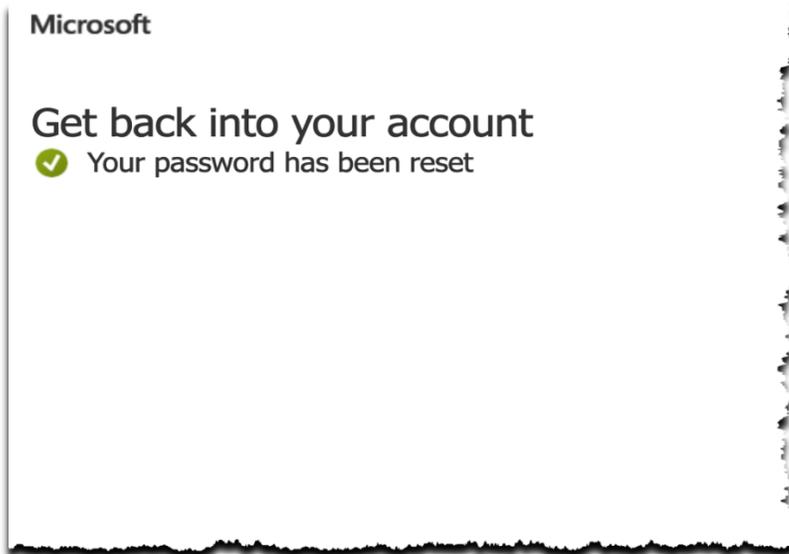
Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

* Enter new password:

* Confirm new password:

Finish 



Microsoft

Get back into your account

 Your password has been reset



You have successfully reset your password