

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.

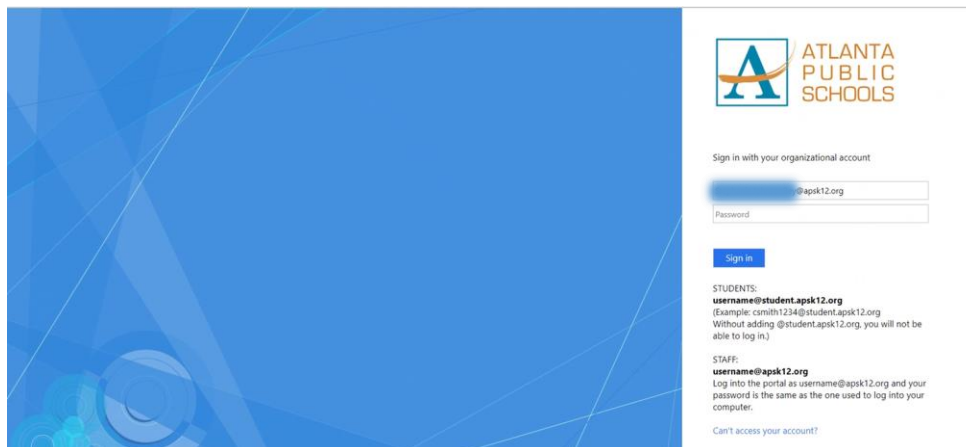
Password Change

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 interface. On the left is a blue abstract graphic. On the right, the Atlanta Public Schools logo is at the top. Below it, the text 'Sign in with your organizational account' is followed by a text input field containing '@apsk12.org' and a 'Password' input field. A blue 'Sign in' button is below the fields. Further down, there are instructions for students and staff. The student instructions show an example username 'username@student.apsk12.org' and note that the password must be the same as the one used to log into the computer. The staff instructions show an example username 'username@apsk12.org' and note that the password must be the same as the one used to log into the computer. At the bottom, there is a link 'Can't access your account?'.

ATLANTA
PUBLIC
SCHOOLS

Sign in with your organizational account

@apsk12.org

Password

Sign in

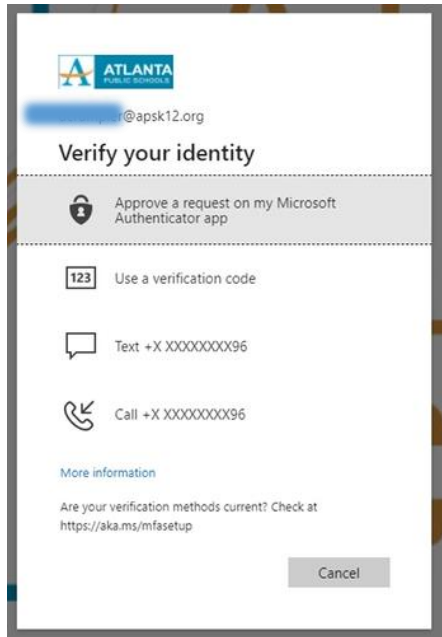
STUDENTS:
username@student.apsk12.org
(Example: csmith1234@student.apsk12.org
Without adding @student.apsk12.org, you will not be
able to log in.)

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




ATLANTA
PUBLIC SCHOOLS


[redacted]@apsk12.org

Verify your identity

 Approve a request on my Microsoft Authenticator app

☒ 123 Use a verification code

 Text +X XXXXXXXX96

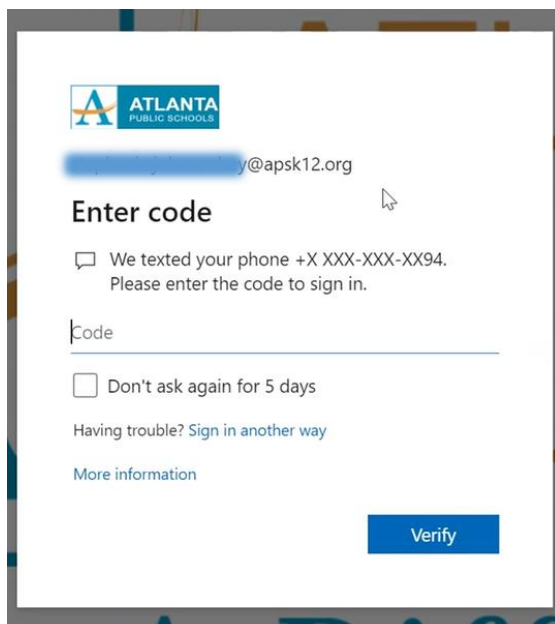
 Call +X XXXXXXXX96

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel


4. Enter the code



ATLANTA
PUBLIC SCHOOLS

[redacted]@apsk12.org

Enter code

 We texted your phone +X XXX-XXX-XX94.
Please enter the code to sign in.

Code

☐ Don't ask again for 5 days

Having trouble? [Sign in another way](#)

[More information](#)

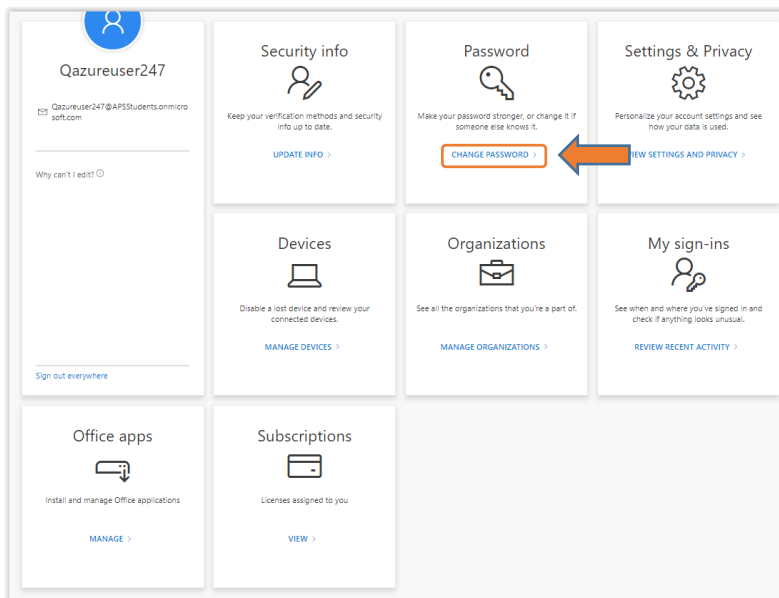
Verify

Self Service Password Updates

5. 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.



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

7. Click **Submit**



Change password

User ID

Stephanie.JohnsonBey@apsc12.org

Old password

Create new password

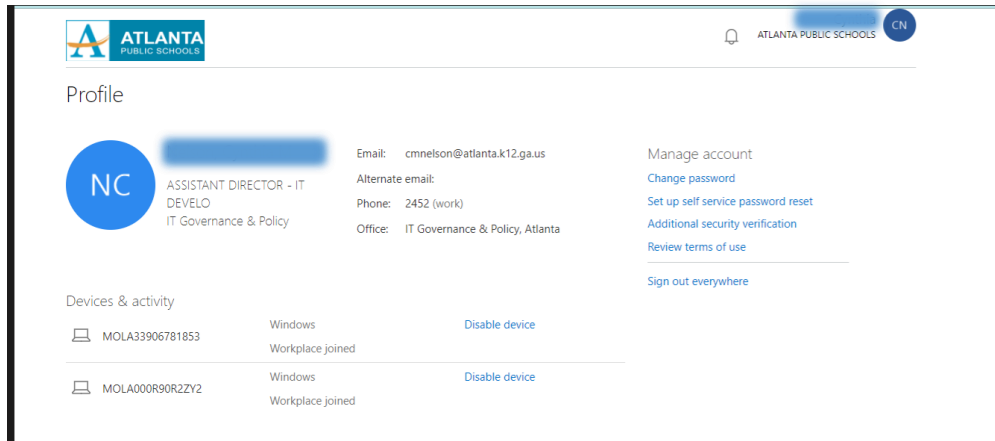
Confirm new password

Submit



Self Service Password Updates

8. Your profile information will be displayed.

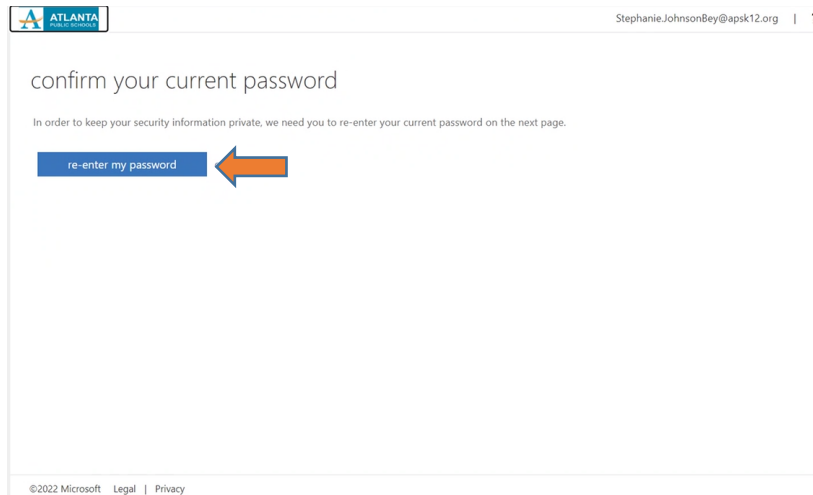


You have successfully changed your password

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



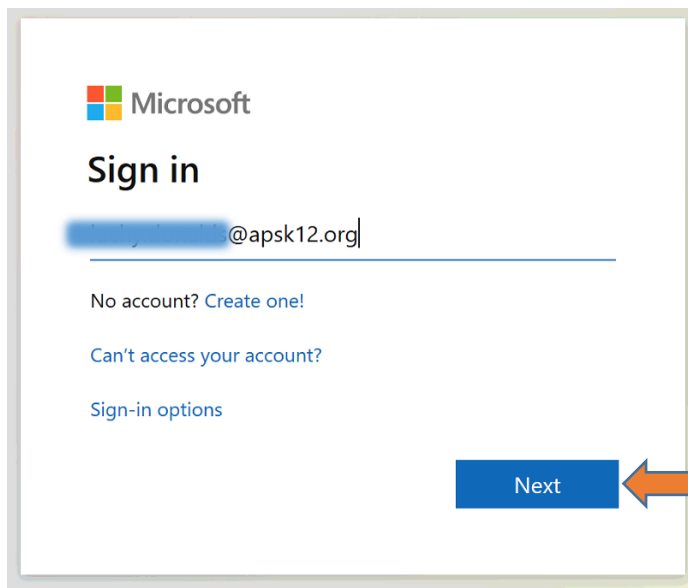
confirm your current password


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!](#)

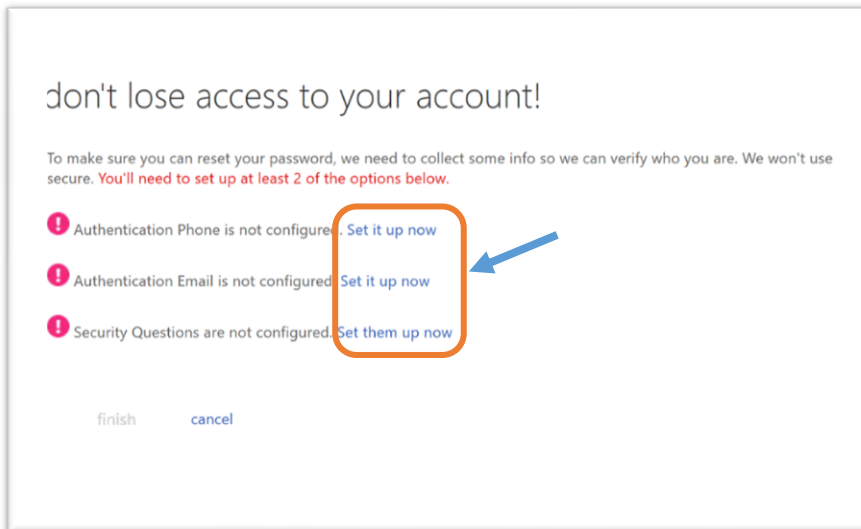
[Can't access your account?](#)

[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



don't lose access to your account!

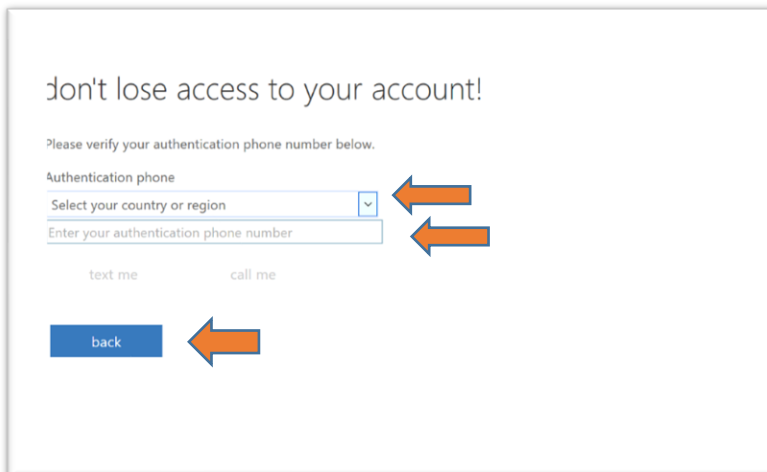
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use secure. **You'll need to set up at least 2 of the options below.**

- ! Authentication Phone is not configured. [Set it up now](#)
- ! Authentication Email is not configured. [Set it up now](#)
- ! Security Questions are not configured. [Set them up now](#)

[finish](#) [cancel](#)

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**



don't lose access to your account!

Please verify your authentication phone number below.

Authentication phone

Select your country or region

Enter your authentication phone number

[text me](#) [call me](#)

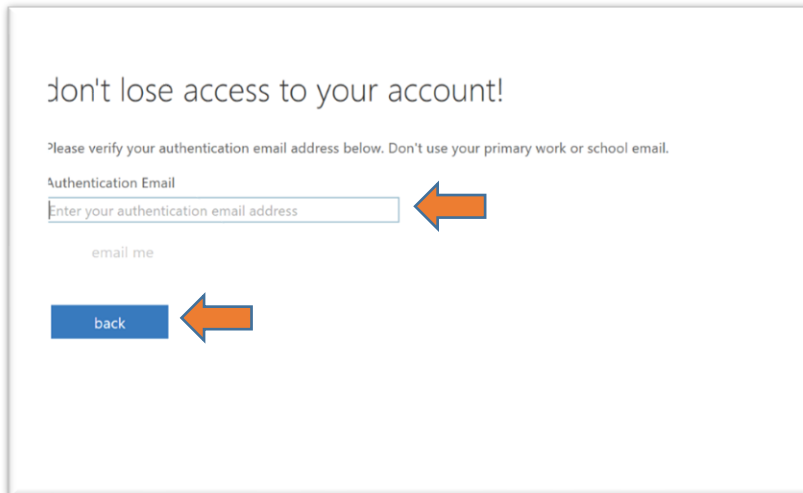
[back](#)

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

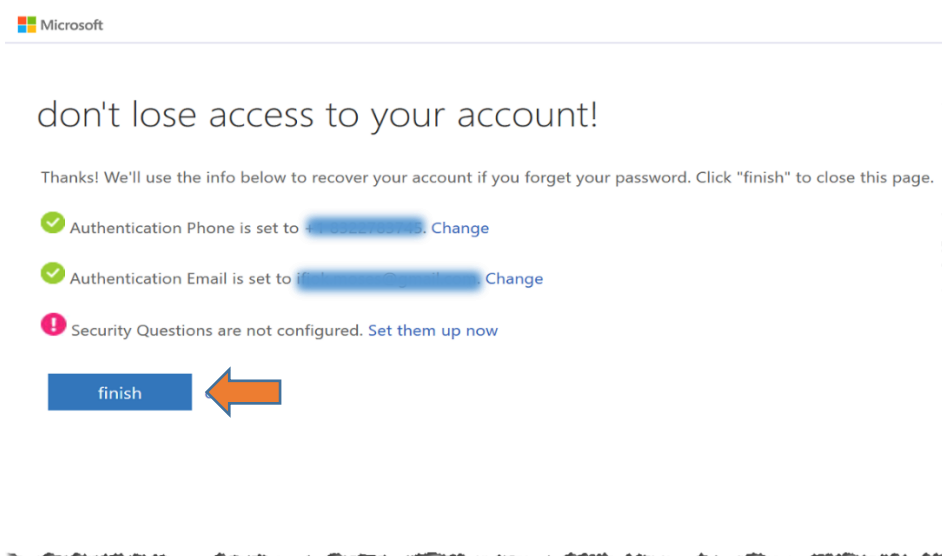
Self Service Password Updates

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**



6. Click **Finish**

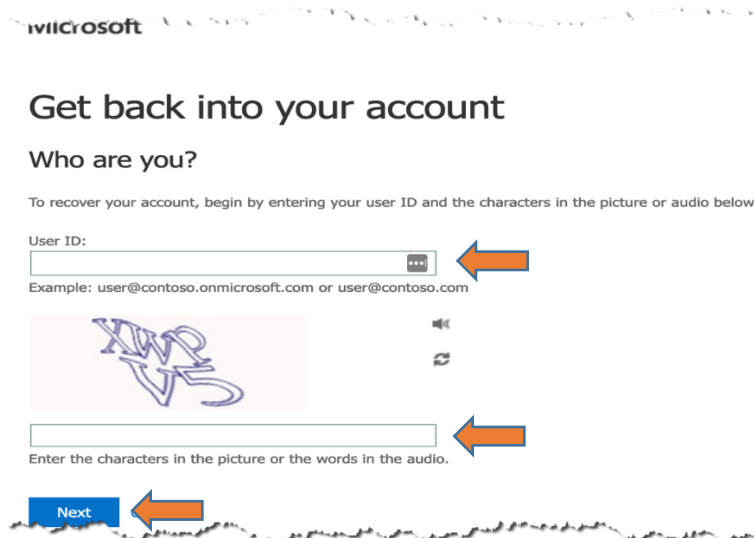


You have successfully completed the APS Self Service Password Registration

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**



The screenshot shows the Microsoft account recovery interface. At the top, the Microsoft logo is visible. Below it, the heading "Get back into your account" is displayed, followed by the question "Who are you?". A sub-instruction states: "To recover your account, begin by entering your user ID and the characters in the picture or audio below." There are two input fields: "User ID:" and a CAPTCHA box. An orange arrow points to the "User ID:" field, and another orange arrow points to the CAPTCHA box. Below the CAPTCHA box is a "Next" button, with a third orange arrow pointing to it. The CAPTCHA image shows the letters "XWP" and "VTS" in a stylized, overlapping font. There are also icons for audio and image selection next to the CAPTCHA box.

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

Self Service Password Updates

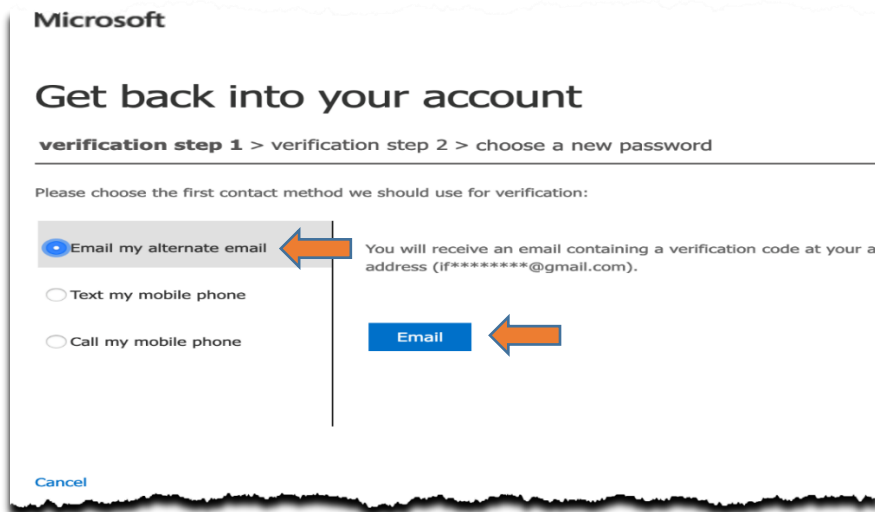


The screenshot shows the Microsoft account recovery interface. At the top, the Microsoft logo is visible. Below it, the heading "Get back into your account" is displayed. The question "Why are you having trouble signing in?" is followed by two radio button options. The first option, "I forgot my password", is selected and highlighted with a blue dot and an orange arrow pointing to it. Below this option, a message states: "No worries, we'll help you to reset your password using the security info you registered with us." The second option, "I know my password, but still can't sign in", is unselected. At the bottom of the form, there is a blue "Next" button with an orange arrow pointing to it.

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

☐ Text my mobile phone

☐ Call my mobile phone

Email

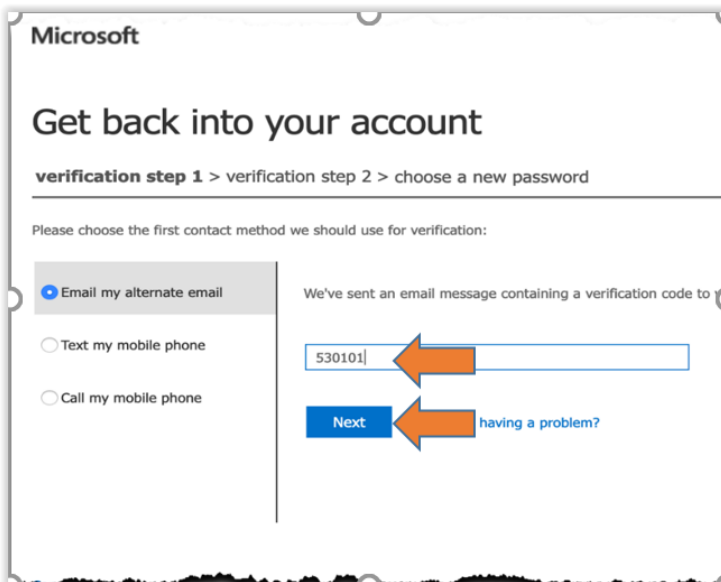
Cancel

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

☐ Text my mobile phone

☐ Call my mobile phone

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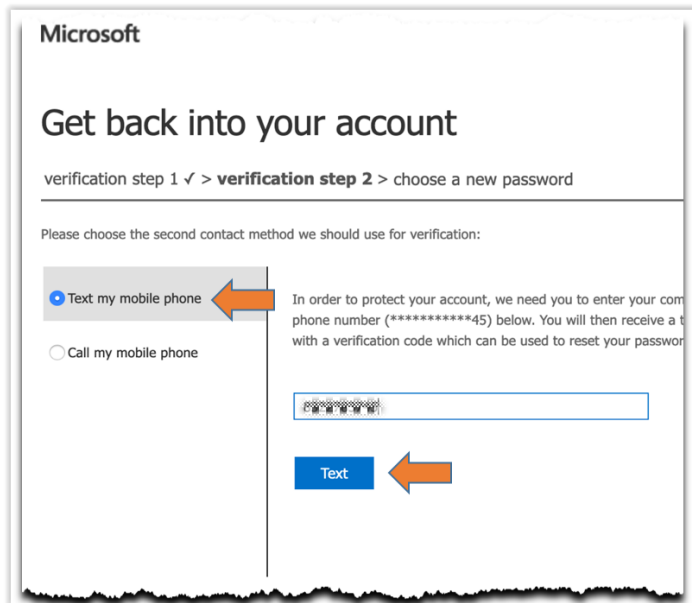
Next

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

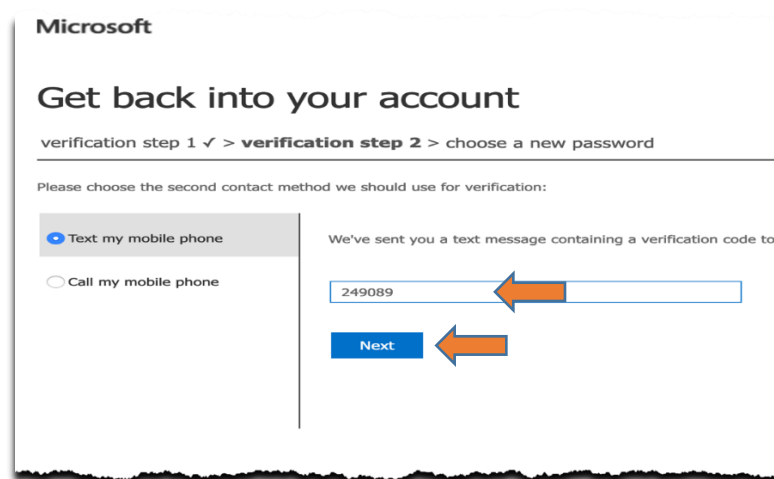
In order to protect your account, we need you to enter your current phone number (*****45) below. You will then receive a text message with a verification code which can be used to reset your password.

Text 

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 *****45.

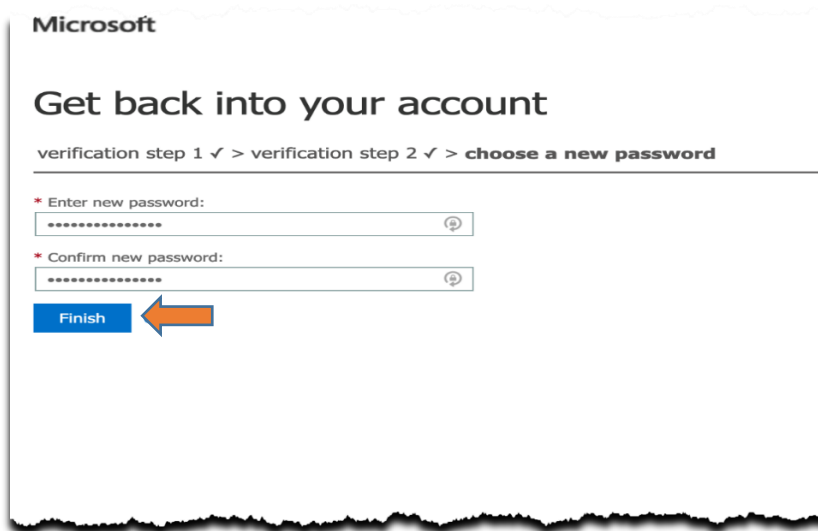


Next 

Self Service Password Updates

17. Enter your new password twice

18. Click **Finish**




Microsoft

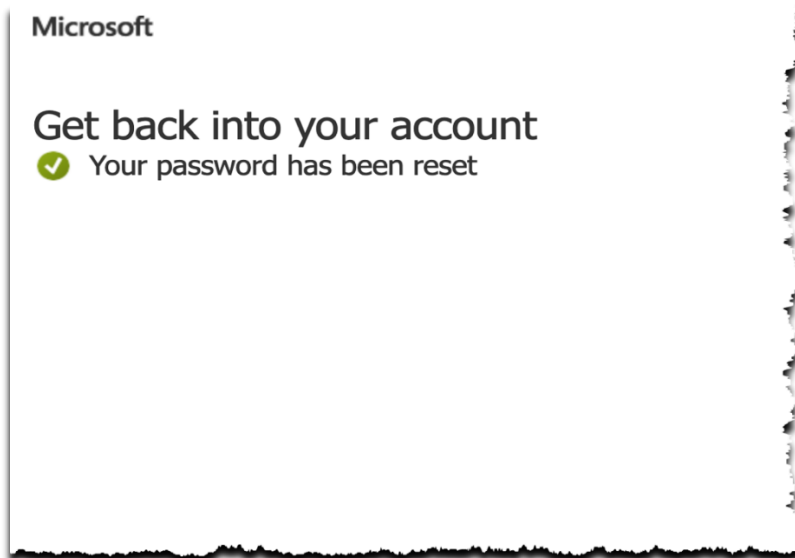
Get back into your account

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

* Enter new password:
[password field]

* Confirm new password:
[password field]

Finish 



Microsoft

Get back into your account

✓ Your password has been reset



You have successfully reset your password