

Student Self-Service Password Portal

Both students and teachers can reset student passwords using the following set of directions. In order to change a student password, please select one of the options listed below.

Student Self-Service Password Reset

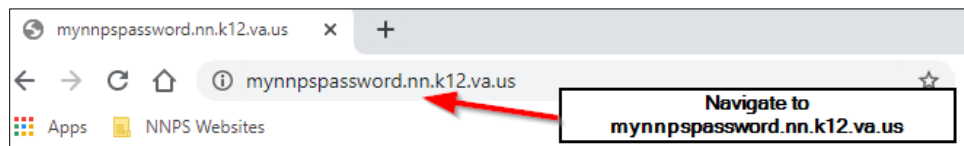
The student must know their current password or have previously set up their profile within the password portal to complete this process without a teacher's assistance.

If student does not know their password, or has not set-up their profile, please follow the [Teacher-Assisted Student Password Reset](#) instructions.

Portal Set-up

If the student is using the portal for the first time, a profile of specific questions/answers must be set up.

1. Navigate to <https://mynnpspassword.nn.k12.va.us/>



2. Enter the student's username (first.lastname) in the **Student UserID** field and select **Continue**.

A screenshot of a web form titled 'Enter your username (first.lastname) in the Student UserID field'. Below the title is a text input field labeled 'Student Userid:' containing the text 'john.doe'. Below the input field is a button labeled 'Continue'. A red arrow points from a callout box to the 'Continue' button. The callout box contains the text 'Then click "Continue"'. There is also a red arrow pointing from the title to the input field.

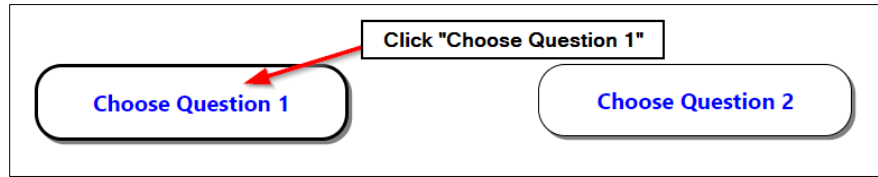
3. Select **Edit Password Profile**.

A screenshot of a web page titled 'Student Self-Service Password Management'. Below the title is a box that says 'Please select from one of the actions below for:'. Below this box are two buttons: 'Change Password' and 'Edit Password Profile'. A red arrow points from a callout box to the 'Edit Password Profile' button. The callout box contains the text 'Click "Edit Password Profile"'. There is also a red arrow pointing from the 'Edit Password Profile' button to the text 'Edit Password Profile'.

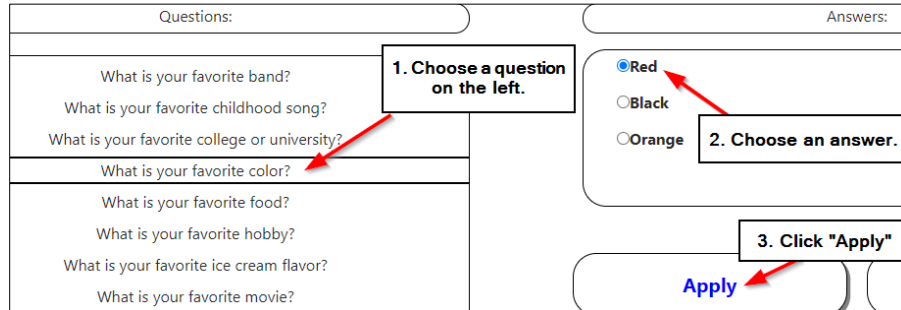
4. Enter the current password and select **Submit**.

A screenshot of a web form titled 'Student: Please enter your password below.'. Below the title is a text input field labeled 'Password:' containing masked text (dots). Below the input field is a button labeled 'Submit'. A red arrow points from a callout box to the 'Submit' button. The callout box contains the text 'Enter your password and click "Submit"'. There is also a red arrow pointing from the title to the input field.

5. Select **Choose Question 1**.

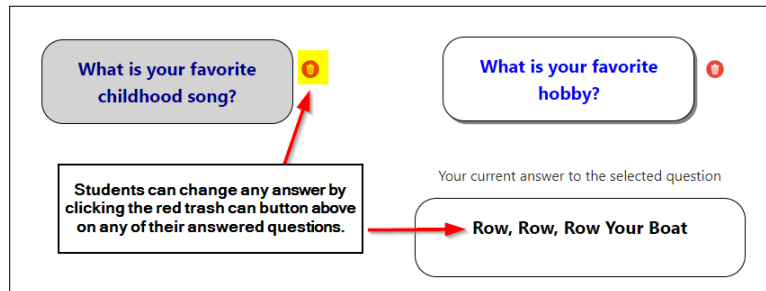


6. Select a question from the left column, and a selection of answers will appear on the right. There will be 3 answer choices, select an answer and then click **Apply**.

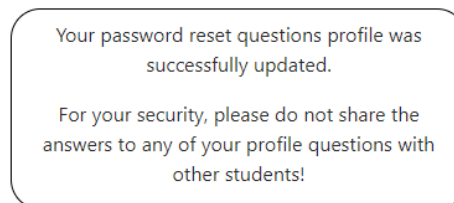


7. Repeat the same steps for the remaining 2 questions.

NOTE: Students can change any answer by clicking the red trash can button below any of their answered questions.



8. Select **Apply** to create the profile and a message will display *"Your password reset questions profile was successfully updated."*



9. Select **Home** in the left corner of the webpage or close the browser/tab to end the session.

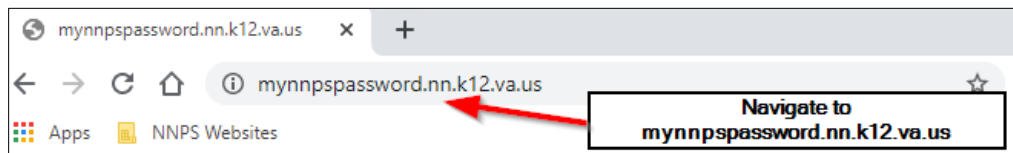


Student Password Reset

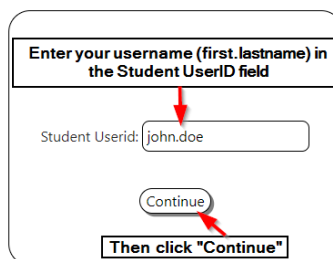
The instructions below can only be used if the student:

- Has just completed previous section, **or**
- Does **not** know their current password, but already has a profile setup.

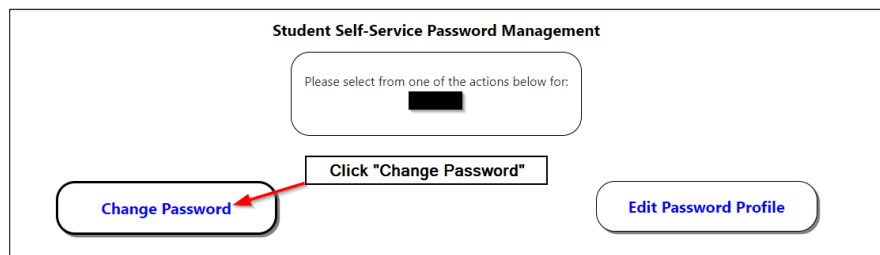
1. Navigate to <https://mynnpspassword.nn.k12.va.us/>



2. Enter the student's username (first.lastname) in the **Student UserID** field and select **Continue**.



3. Select **Change Password**.



4. Select **I'll Answer My Profile Questions**.



5. Select the appropriate answer to the security questions and then select **Submit**.

What is your favorite color?

☒ Red

☐ Black

☐ Orange

What is your favorite ice cream flavor?

☒ Vanilla

☐ Chocolate

☐ Cookie dough

☐ Rocky Road

What is your favorite food?

☒ Ice Cream

☐ Pizza

☐ Cake

Select the appropriate answers then select "Submit"

Submit

6. Enter the new password in the **New Password** and **Repeat Password** field following the highlighted requirements, and then select **Submit**.

Student: Please enter a new password that meets the following requirements:

- Minimum length is: 6 characters
- Must contain at least one letter
- Must contain at least one number

New Password:

Repeat Password:

Submit

7. A message will display *"The password for...was successfully changed."*

Student Self-Service Password Management

The password for [redacted] was successfully changed!

8. Select **Home** in the left corner of the webpage or close the browser/tab to end the session.

Home

Click on "Home" to end session

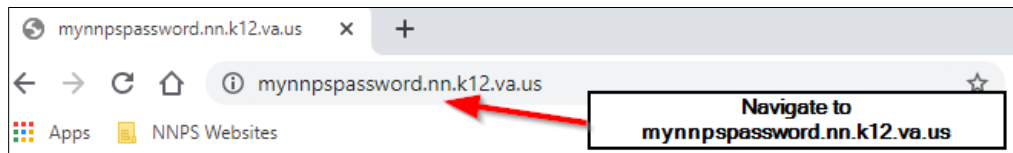
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Student Self-Service Password

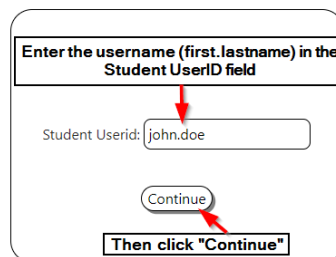
Teacher-Assisted Student Password Reset

A teacher/staff member can reset a student's password by performing the following steps.

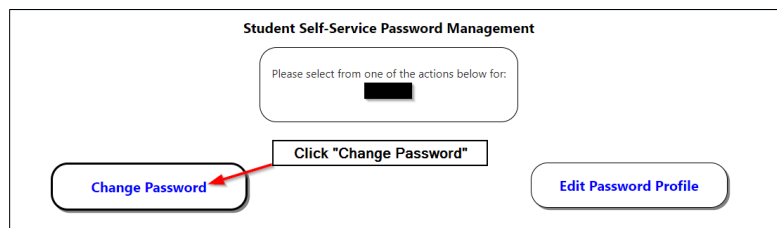
1. Navigate to <https://mynnpsspassword.nn.k12.va.us/>



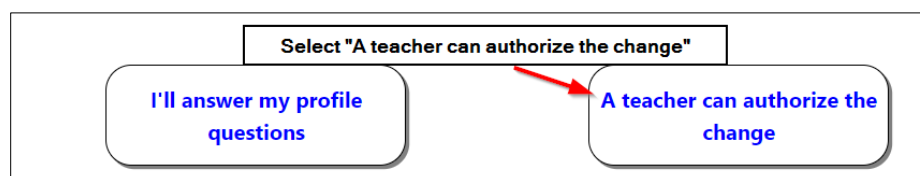
2. Enter student's login (first.lastname) in the **Student UserID** field and select **Continue**.



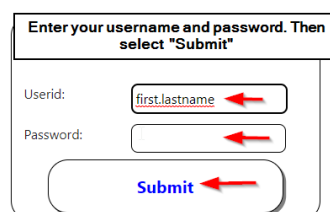
3. Select **Change Password**.



4. Select **A teacher can authorize the change**.



5. Enter the **Teacher's Userid** (first.lastname) and **Password** in the appropriate fields then select **Submit**.



6. The student or teacher can now enter the password in the **New Password** field and in the **Repeat Password** field and select **Submit**.

The diagram shows a form with three elements: a text input field labeled "New Password:", another text input field labeled "Repeat Password:", and a grey button labeled "Submit". To the right of these fields is a text box containing the instruction: "The student or teacher can now enter the password in the 'New Password' field and in the 'Repeat Password' field and select Submit." Three red arrows originate from this text box: one points to the "New Password" field, one points to the "Repeat Password" field, and one points to the "Submit" button.