

PASSWORD & WIFI *Guide*

UNKNOWN/FORGOTTEN STUDENT PASSWORDS

Student has set up challenge responses:

Students can change their own passwords.

STUDENT INSTRUCTIONS:

- Navigate to my.fortbendisd.com
- Click "Need Help"
- "Forgot My Password"
- Follow screen directions

Student has NOT set up challenge responses:

Teachers will need to reset their students' password.

STAFF/FACULTY INSTRUCTIONS:

- Go to my.fortbendisd.com
- Use YOUR login (firstname.lastname / password)
- Search for student (top search bar) and click on their name
- Click red "Actions" button
- Click "Reset Challenge Responses"
- Click "Change Password" (DO NOT check "USER MUST CHANGE PASSWORD AT NEXT LOGIN").
- Create easy 10-digit password (ex: 0123456789)
- Click "Save"

STUDENT INSTRUCTIONS:

- Log into my.fortbendisd.com with 6-digit ID & password.
- [See "SET CHALLENGE RESPONSES"]
- Click the profile icon on the top-right area to:
 - Change Password [use a 10-character password]
 - See your email [click "Profile Settings"]

SET CHALLENGE RESPONSES

The first time you log into your account, there will be a pop-up to the right to update your challenge questions.

- Answer 3 pre-defined questions.
- Click "Save"

TIP: Take a screenshot of your answers to remember for later.

UPDATE CHALLENGE RESPONSES

To update your challenge responses, click on the profile icon and "Update Challenge Responses".

- [See "SET CHALLENGE RESPONSES"]

WIFI ISSUES (PERSONAL DEVICES)

Personal devices are not supported by FBISD. FBISD_BYOD may or may not work for you and your device. That said, here are some tips you can try:

- Restart your device.
- Forget the network and try again.
- Try again, later.

Keep your password safe!

