

## Updating Secondary Students Passwords & Challenge Questions

**Audience:** Secondary Students

**Purpose:** Updating passwords and challenge questions.

### Step 1

Access the website <https://my.fortbendisd.com>

- A. Enter your **FBISD Network Username**.
- B. Select **Go**
- C. Enter your **FBISD Network Password**.
- D. Select **Go**

The left screenshot shows the 'MyFortBendISD' login page. It features the FBISD logo and the text 'INSPIRE • EQUIP • IMAGINE'. Below the logo is a 'Login' section with a 'Username' input field (labeled A), a 'Go' button (labeled B), and a 'Claim Account' button. A link 'Need help?' is also present. The right screenshot shows the same login page but with the 'Password' input field (labeled C) and the 'Go' button (labeled D) highlighted. A 'Start Over' button is also visible.

**Note:** The *Claim Account* button is intended for **Authorized Personnel** only.

### Step 2

#### Update Your Challenge Question Responses

The first time you log into your account, you will be prompted to update your **Challenge Question Responses**. These challenge questions will be used to help create a new password, if you forget your current password.

- You must answer at least 3 of the **pre-defined questions**.
- Select **Save**.

**Note:** If you reset your password, you will **not** be able to use the last 4 password choices.

The screenshot shows the 'Setup Security Questions' page. It has a 'PRE-DEFINED' section with a red 'x' icon. Below this is a message: 'Please update Challenge Questions to securely manage your login credentials in the future.' A note states: 'Your organization requires you to answer a minimum of 3 security questions in order to optimize your security.' A checkbox is labeled 'Choose answers that you will remember.' There are three rows of 'Select Question' and 'Answer' fields. A 'Save' button is at the bottom right.

Once you have initially set your challenge question responses, you will have the option of updating your choices by selecting the drop down by your username and selecting **Update Challenge Responses**.

The screenshot shows a user profile dropdown menu. The header has a user icon, a username, and a dropdown arrow. The dropdown menu is open, showing four options: 'Profile Settings', 'Change Password', 'Update Challenge Responses', and 'Logout'. A red arrow points to the dropdown arrow in the header, and another red arrow points to the 'Update Challenge Responses' option.

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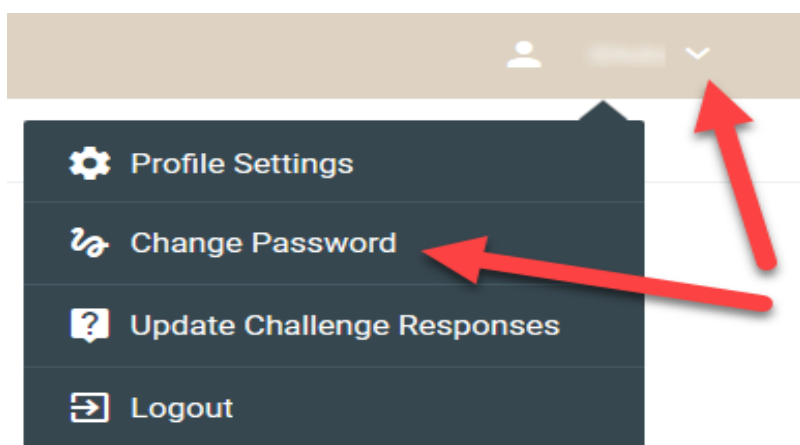
### Step 3 - Managing Your Account

#### Changing your Password

- Select drop down next to username.
- Select **Change Password**.
- Enter the requested information.

**\*Note: Your password must be a minimum of 8 characters.**

- If you do not see 2 green checks, verifying a match, you may click on the **eye icon** to verify that you have typed in the password correctly.
- Select **Save**



#### Change Password

**Student Password Policy**  
Password must be a minimum of 8 characters. No complexity.

CURRENT PASSWORD

NEW PASSWORD

CONFIRM NEW PASSWORD

☐ RANDOMLY GENERATE PASSWORD

Cancel **Save**

**Your new password MUST be:**

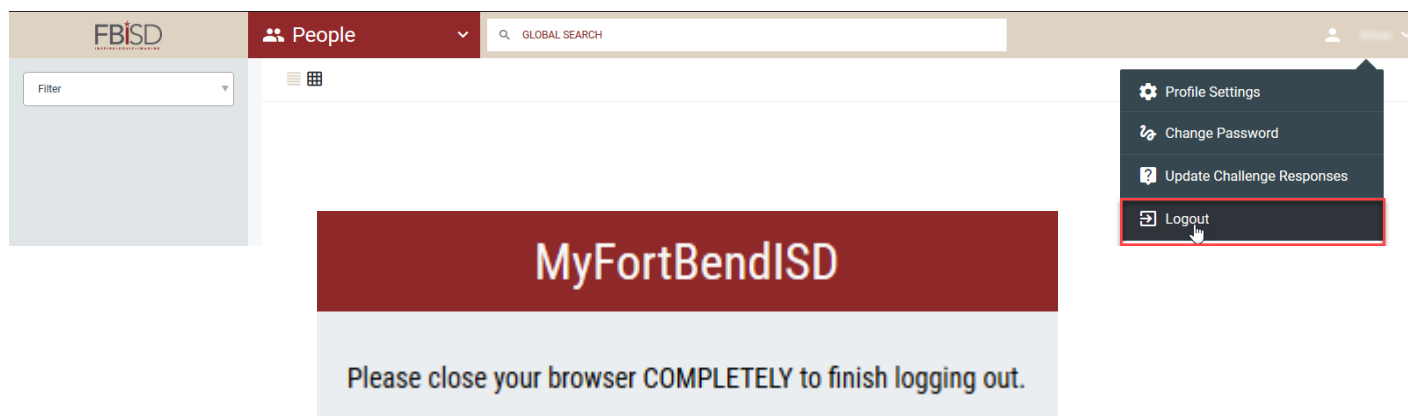
- ☐ 8-255 characters long

**Do NOT use:**

### Step 4

#### Very Important:

1. Please make sure you logout and close your browser to completely end your session!



2. If you have forgotten your network password and your challenge question answers, a teacher at your campus can assist with resetting your password and challenge question answers. FBISD Customer Service Center will not have access to do this task for students or parents.