

Secondary Students Forgotten Username and or Password

Audience: Secondary Students

Purpose: Self Help for Forgotten Username and Password

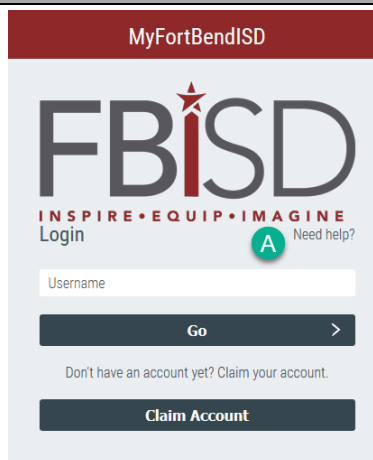
***Note:** You will not be able to retrieve a forgotten password if you have not previously set your challenge question responses. A teacher, at your campus, will be able to assist you. The FBISD Customer Service Center will not be able to retrieve forgotten student passwords.

Step 1

Reset Forgotten Username or Password

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

A. Click on Need Help?



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

Step 2

Forgot My Username

B. Click **Forgot My Username**.

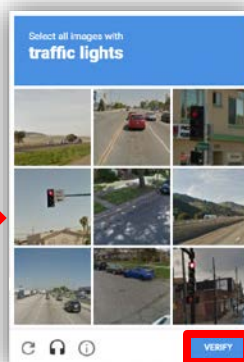
C. Enter your **FBISD Email Address**.

D. Select the box **I'm not a robot**.

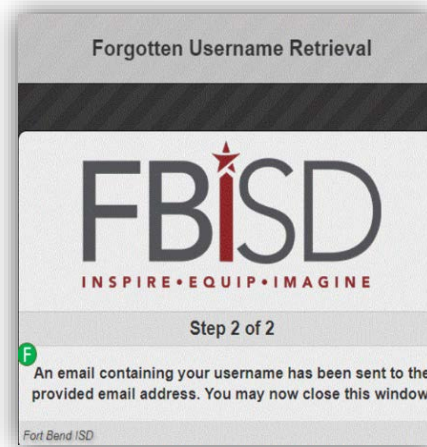
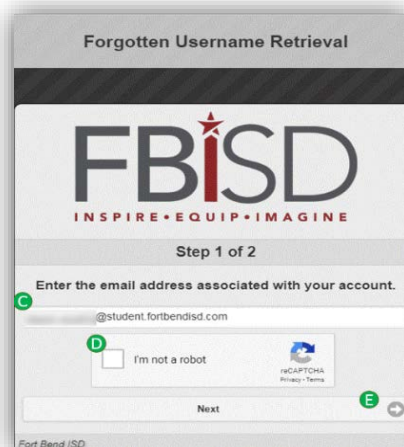
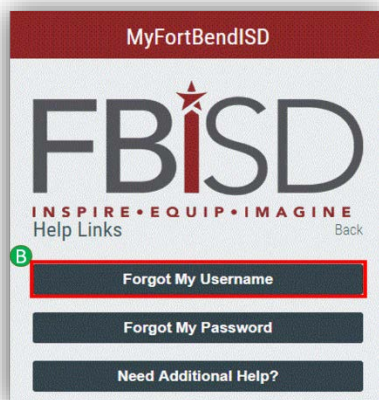
***Note:** You may have to answer the reCAPTCHA question(s)

E. Select **Next**.

F. You will receive an email containing your username.



Note: This is an example of a reCAPTCHA question. Once you select the pictures to answer the question, click **Verify**.



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Step 3 - Managing Your Account

Forgot My Password

G. Click **Forgot My Password**.



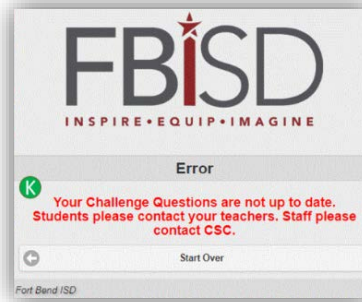
H. Enter your **FBiSD** username.

I. Select the box **I'm not a robot**.

*Note: You may have to answer the reCAPTCHA question(s).

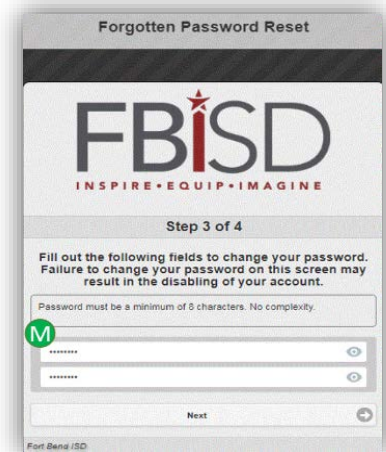
J. Select **Next**.

K. If you have **not** set your challenge question answers, you will receive an error message, and will not be able to retrieve your password. A teacher will be able to assist you. →



L. Answer the **challenge question**.

M. Create and verify your new password.



After you have successfully reset your password, you can close the window.



To access job aids for additional help, select the **Need Addition Help?** tab.

