

## Updating Secondary Students Passwords & Challenge Questions

**Audience:** Secondary Students

**Purpose:** Updating passwords and challenge questions. **NOTE:** If you have forgotten your network password and your challenge question answers, a teacher at your campus can assist. FBISD Customer Service Center will not have access to do this task for students or parents.

### 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**

**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.

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**.

## Updating Secondary Students Passwords & Challenge Questions

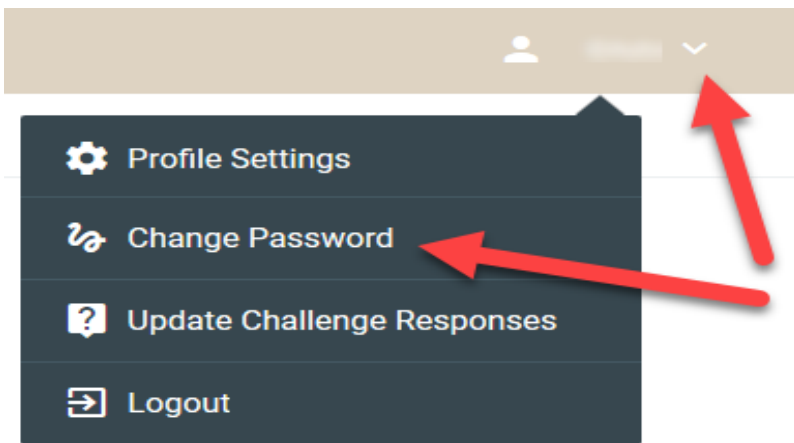
### Step 3 - Managing Your Account

#### 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  
 Password

NEW PASSWORD  
 Password

CONFIRM NEW PASSWORD  
 Password

☐ RANDOMLY GENERATE PASSWORD

Cancel Save

**Your new password MUST be:**

- ☐ 8-255 characters long

**Do NOT use:**

### Step 4

#### Very Important:

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

