PASSWORD & WIFI Guide

UNKNOWN/FORGOTTEN STUDENT PASSWORDS

Student has set up challenge answers/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 answers/responses:
Teachers will need to reset their password.

1. **STAFF/FACULTY** INSTRUCTIONS:
   - Go to my.fortbendisd.com
   - Use YOUR login (firstname.lastname / password)
   - Search for student (top search bar), but don't type their whole name (it's weird...just click on it)
   - 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: 0123456780)
   - Click "Save"

2. **STUDENT** INSTRUCTIONS:
   - Log into my.fortbendisd.com with 6-digit ID and password just created. Set challenge responses.
   - Click on your name in the top-right area to:
     - Change Password (click "Change Password")
     - Use a 10-character password
     - See your email (click "Profile Settings").

WIFI ISSUES (PERSONAL DEVICES)

If a student cannot connect to the Wi-Fi, but can connect to district devices, it is very likely that their parent (maybe accidentally) checked "restricted access" on their Skyward forms.

The only way this can be changed is by having the parent email the Data Entry Clerk @ Dolores.Mejia@fortbendisd.com

The email should include:
- Their name
- The student's name + ID
- a message stating something like, "Please remove the OPT-OUT restricted access check from my child's Skyward form. I would like them to be able to use the Wi-Fi."

WIFI ISSUES, STILL?

- Chromebooks do NOT work with FBISD Wi-Fi.
- Keep "forgetting" the network and trying to go back in.
- If this still doesn't work, it is possible that your device isn't compatible with the school Wi-Fi.
- Was it compatible before and not anymore? Sometimes updates can do that, unfortunately.

*If you reset your password AND you've waited 15 minutes AND it's still not working, call FBISD Tech Hotline @ x41300 (or) 281.634.1300.

https://www.fortbendisd.com/studentpassword/