

# Managing Profiles and Passwords

**Audience:** Students

**Purpose:** Self Help for Forgotten Username and Password

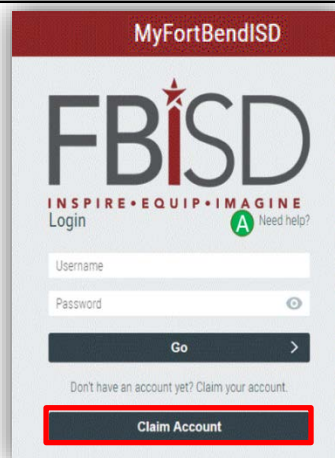
**\*Note:** You will not be able to retrieve a forgotten password if you have not previously set your challenge question responses. A teacher, at your campus, will be able to assist you. The FBISD Customer Service Center will not be able to retrieve forgotten student passwords.

## 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**.

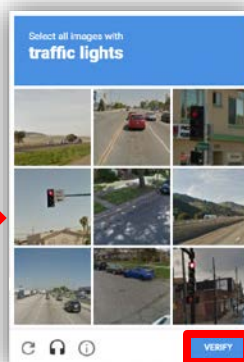
**C.** Enter your **FBISD Email Address**.

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

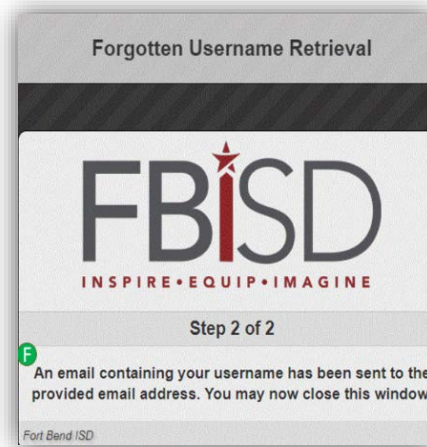
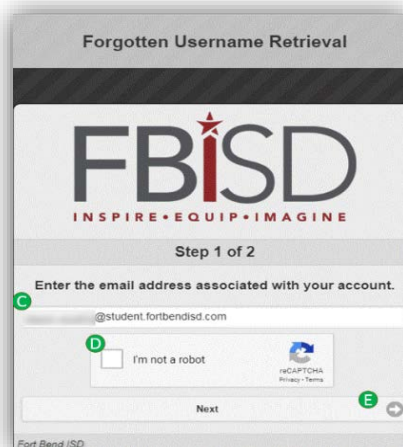
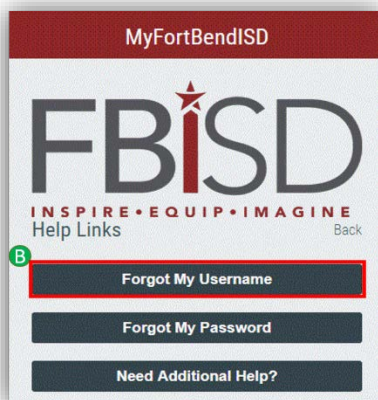
**\*Note:** You may have to answer the reCAPTCHA question(s)

**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**.



# Managing Profiles and Passwords

## Step 3 - Managing Your Account

### Forgot My Password

**G.** Click **Forgot My Password**.



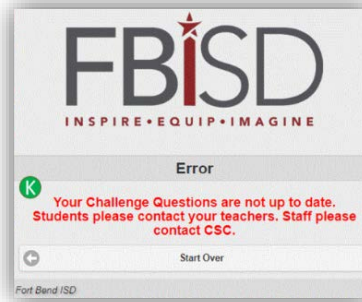
**H.** Enter your **FBiSD email address**.

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

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

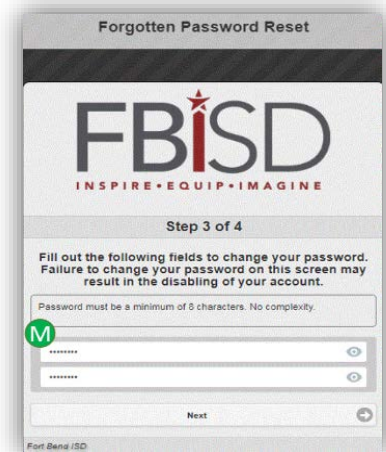
**J.** Select **Next**.

**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.

