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@k12.hi.us Self-Service Password Reset Registration

👤 Revised by Kyle Tacey

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📅 12mo ago • 👁 515 Views • ★★★★★

MICROSOFT ACTIVE DIRECTORY
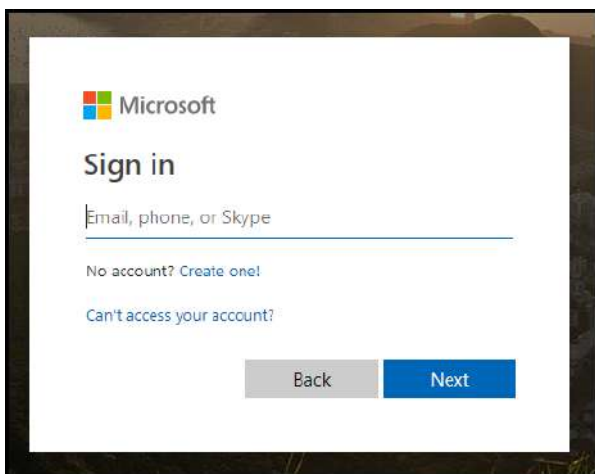
@k12.hi.us Self-Service Password Reset Registration

SETTING UP YOUR SECURITY QUESTIONS

Step 1 - Go to: https://account.activedirectory.windowsazure.com/PasswordReset/Register.aspx

Step 2 - At the sign-in screen, type in your username in the following format: EmployeeID@k12.hi.us (Example: 12345678@k12.hi.us)
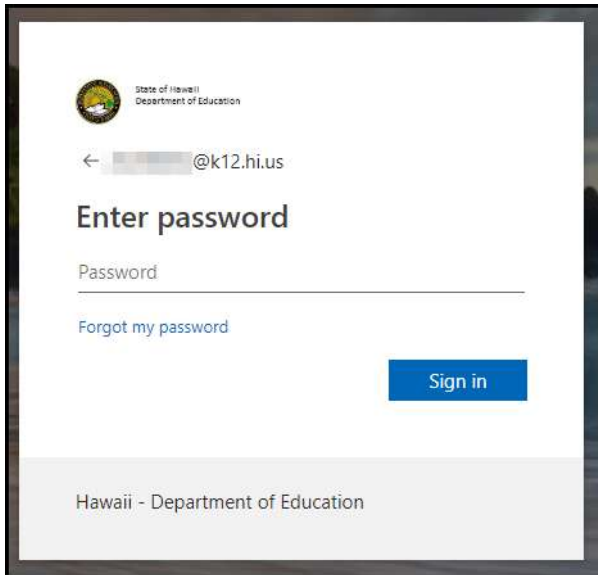
Then click next.

Step 3 - You will then be prompted to enter your current @k12.hi.us password.

This is the same password you would use for Infinite Campus (SIS), ServiceNow, or Blackboard.

If you don't know your password please call the IT Help Desk at 564-6000 (HATS 8-1-808-692-7250) to request a password reset.
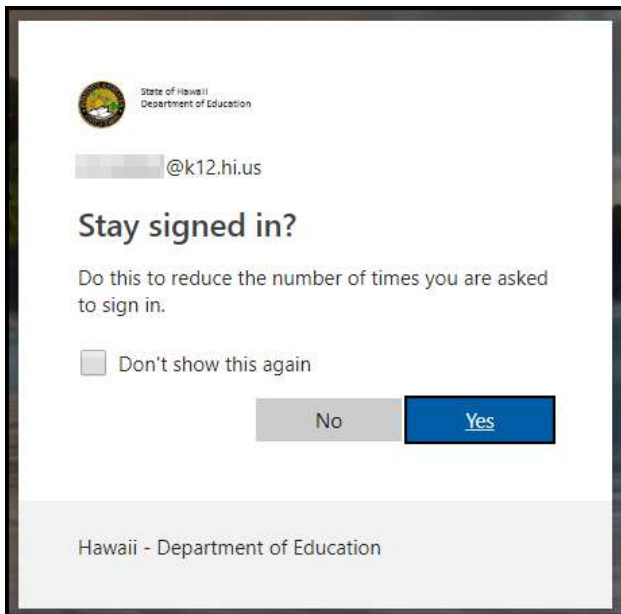
Step 4 - The next screen will ask you if you would like to stay signed in to reduce the number of times you are asked to sign in.

Click Yes or No to Continue.

Step 5 - Once signed in you will be at the "Don't lose access to your account!" page. Click the "Set them up now" link to setup your security questions.

(Keep in mind, in the lower right hand corner you will see a countdown. **You must complete the registration within 15 minutes**)
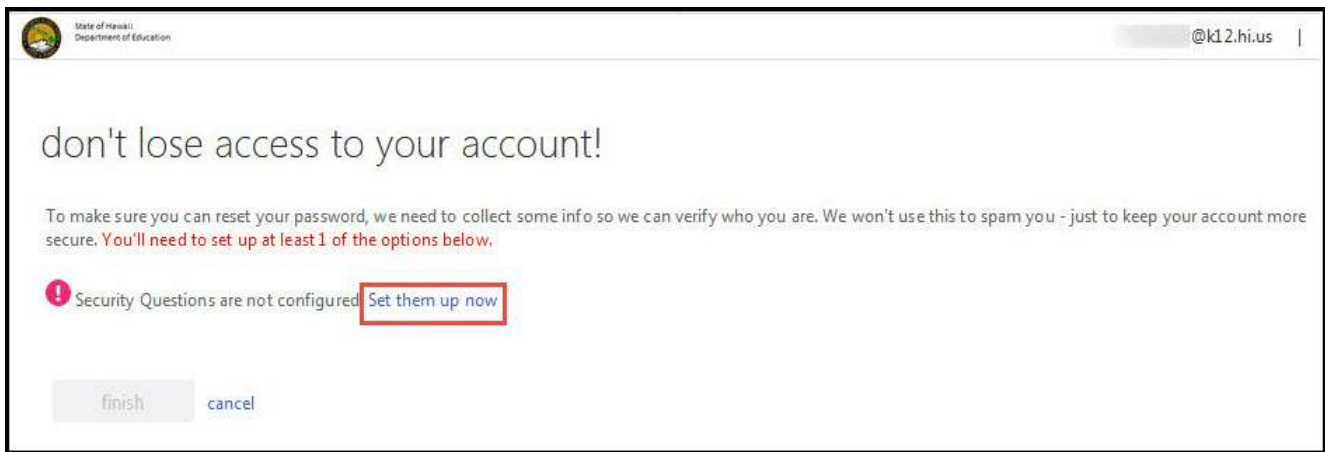
Step 6 - The next page will ask you to create your security questions. These questions are not case-sensitive. (**Keep in mind you only have 15 minutes to complete your questions**)

When you are finished setting your Questions and Answers, click Save Answers.

Step 7 - You have finished the Self Service Password Reset Process.

You will then be presented with the following screen, click "Finish"

Step 8 - After clicking finish, the "my apps" screen will be displayed. Since the my apps screen has not yet been fully deployed, please close the window.
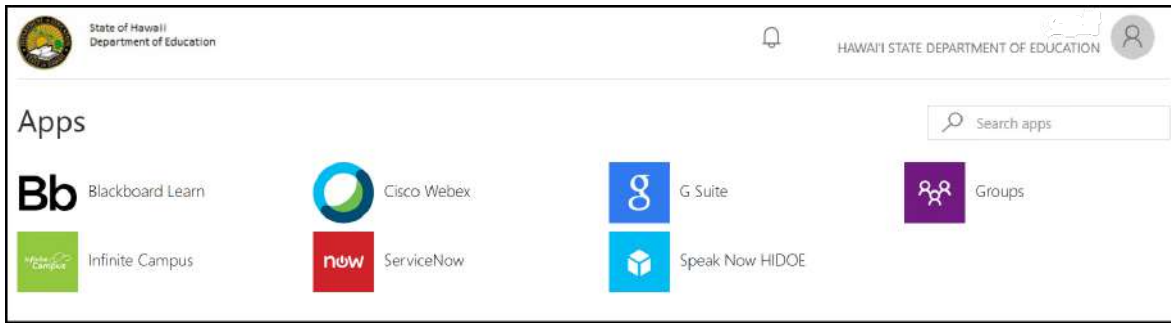
USING THE SELF SERVICE PASSWORD RESET FEATURE

Step 1 - If you forget your password in the future and have completed the registration process above, you can use the self service password reset feature.

Click "Forgot my Password" on the sign in page of any website that uses the @k12.hi.us password and follow the prompts to change your password.
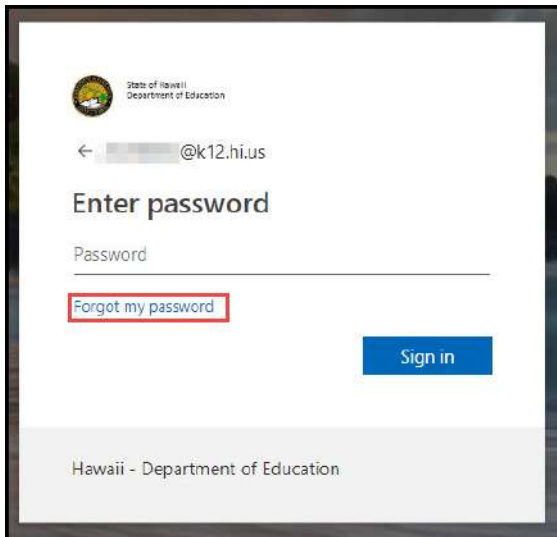
Step 2 - At the "Who are you?" page enter your @k12.hi.us username in the User ID field (Ex. 12345678@k12.hi.us)

Then type in the case-sensitive letters you see in the picture into the second screen (the letters typed in the screenshot are for example only), Then click Next.

State of Hawaii
Department of Education

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

12345678@k12.hi.us

Example: user@contoso.onmicrosoft.com or user@contoso.com

XV4RG

Enter the characters in the picture or the words in the audio.

Next   Cancel

Step 3 - Next, you will be asked to answer three of the five security questions you have set up. (These answers are NOT case sensitive)

Click next once all three questions are answered. (If you forgot your password AND the answers to your questions, then call the IT Help Desk at 564-6000 (HATS 8-1-808-692-7250) to request a password reset.)

State of Hawaii
Department of Education

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

● Answer my security questions

What was your childhood nickname?

What is your favorite food?

What school did you attend for sixth grade?

Next   Contact your administrator

Cancel

Step 4 - You will then be given a chance to create your new password. Make sure your new password meets the password requirements below:
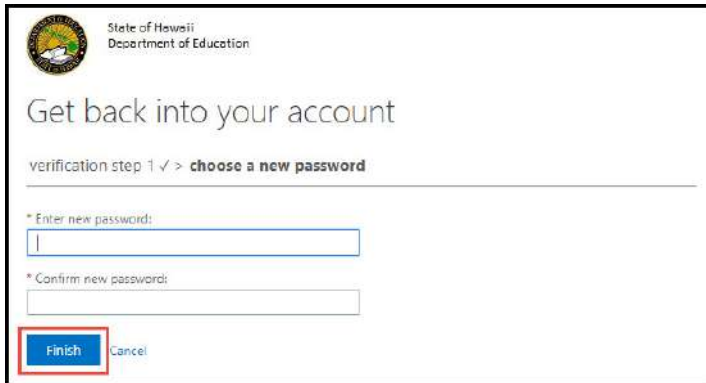
Passwords that you create will need to meet the following password rules:

1. You cannot reuse your most recent passwords (including default passwords)
2. You cannot include 3 consecutive letters of any part of your name in the password

3. Your password must have at least 8 characters and must contain at least three of the four following options:

- 1 Uppercase character
- 1 Lowercase character
- 1 Special (non-alphanumeric) character: ~!#$%^&*_-+=|\(){}[]::;" '<>,./
- 1 Number: 0-9

When Finished, click Finish.

Step 5 - All Done! You can now login with your new password.

IF YOU NEED TO CHANGE YOUR SECURITY QUESTIONS

To change your Questions and Answers, login again to the link at the beginning of this guide as long as you know your current password.

Once logged in, click on "Change" as seen below to set your security questions.

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