KB0011247 - Latest Version

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

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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.

Bate of Hawell Department of Education	
← @k12.hi.us	
Enter password	
Password	
Forgot my password	
	Sign in
Hawaii - Department of Education	

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.

	ste of Hawaii partment of Education
	@k12.hi.us
Stay	signed in?
Do this t to sign i	to reduce the number of times you are asked n.
Dor	't show this again
	No <u>Yes</u>
Hawaii -	Department of Education

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)

State of Hormanii Department of Education	@k12.hi.us
don't lose access to your account!	
To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to secure. You'll need to set up at least 1 of the options below.	o spam you - just to keep your account more
Security Questions are not configured Set them up now	
finish cancel	

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.

International Security Control (Control Control Contro		
don't lose access to your account!		
Please select questions to answer below. Your admin requires you to set up 5	questions, and answers must be at least 3	characters long:
Security question 1		
What is the last name of your favorite teacher in high school?	~	
	0	
Security question 2		
	*	
	0	
Security question 3		
	~	
Security question 4		

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

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

State of Havysii Department of Education
don't lose access to your account!
Thanks! We'll use the info below to recover your account if you forget your password. Click "finish" to close this page.
S Security Questions are configured. Change
finish cancel

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.

e Betre of Hawell e @k12.hi.us Enter password Password Forgot my password	Sign in
Hawaii - Department of Educatio	on

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 you	r account
Who are you?	
To recover your account, begin by entering User ID:	your user ID and the characters in the picture or audio below.
12345678@k12.hi.us	
Example: user@contoso.onmicrosoft.com o	ir user@contoso.com ■¶ €
XV4RG	
Enter the characters in the picture or the wo	rds in the audio.

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.)

Get back into yo	our account
verification step 1 > choose	a new password
lease choose the contact method we	eshould 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

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.

State of Hawaii Department of Education			
Get back into you	ir <mark>accou</mark> n	t	
verification step $1 \checkmark >$ choose a i	new password		
* Enter new password:			
* Confirm new password:			
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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