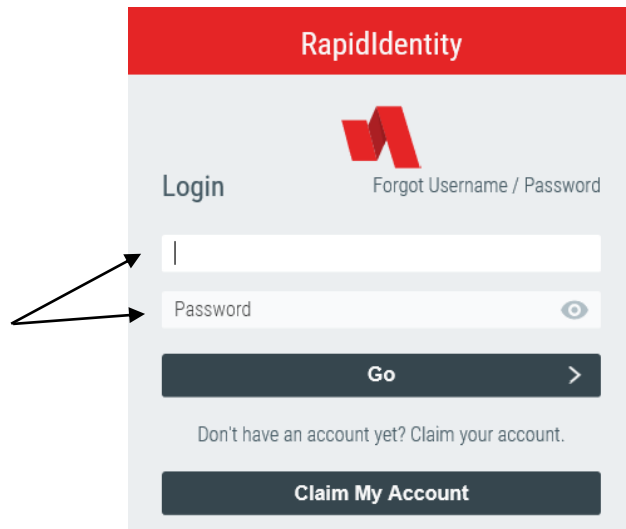


How to Reset Your Password Using Your Chromebook

1. Login to your Chromebook using your current username and password.
2. Visit Rapid Identity at <https://identity.stpsb.org/> . Enter your current username and password.



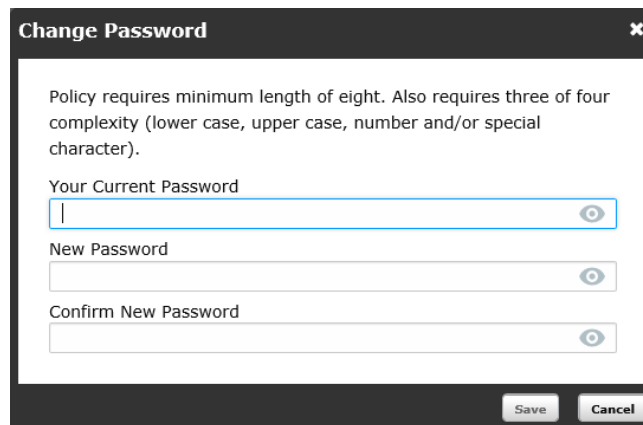
The image shows the RapidIdentity login page. At the top is a red header with the text "RapidIdentity". Below the header is a logo consisting of two red, stylized 'M' shapes. Underneath the logo, the word "Login" is displayed on the left, and "Forgot Username / Password" is on the right. There are two input fields: the first is for the username, and the second is for the password, with a small eye icon to its right. Below these fields is a dark grey button with the text "Go" and a right-pointing arrow. Underneath the button, there is a link that says "Don't have an account yet? Claim your account." At the bottom of the page is a dark grey button with the text "Claim My Account". Two black arrows point from the left towards the username and password input fields.

3. To change your password, you need to click on the top left tab.



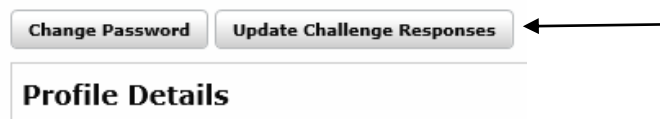
The image shows a navigation bar with two tabs: "Change Password" and "Update Challenge Responses". An arrow points from the left towards the "Change Password" tab. Below the tabs is a section titled "Profile Details".

4. In the window, enter your current password and your new password. Click save.



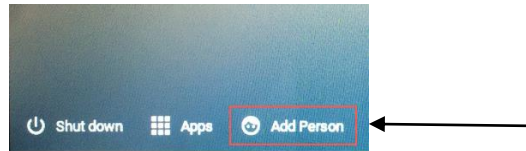
The image shows a "Change Password" dialog box. At the top, it says "Change Password" with a close button (X) on the right. Below this, there is a policy notice: "Policy requires minimum length of eight. Also requires three of four complexity (lower case, upper case, number and/or special character)." There are three input fields: "Your Current Password", "New Password", and "Confirm New Password". Each field has a small eye icon to its right. At the bottom right of the dialog box are two buttons: "Save" and "Cancel".

5. If you need to update your challenge questions, you can do so at this time. Click on the top right tab, and you will be prompted to update your challenge responses.



The image shows the same navigation bar as in the previous image, with "Change Password" and "Update Challenge Responses" tabs. An arrow points from the right towards the "Update Challenge Responses" tab. Below the tabs is a section titled "Profile Details".

6. Once your password has been updated, sign out of your Chromebook.
7. On the bottom left side of your taskbar, click on Add Person. Click Next.



8. Enter your Student ID and New Password. Click on Sign In.

A screenshot of a web-based sign-in page for St. Tammany Parish Schools. The page has a white background with a blue vertical bar on the left. At the top, it says 'St. Tammany Parish Schools'. Below that, it says 'Sign in with your organizational account'. There are two input fields: the first contains the email address 'someone@example.com' and the second is labeled 'Password'. At the bottom, there is a blue button labeled 'Sign in'.

9. You will be prompted to enter your old password to unlock and restore the local data on your Chromebook.

A screenshot of a Chrome OS system prompt. The background is white with a blue header bar. The text reads: 'To unlock and restore your local data, please enter your old Chromebook password'. Below this is a text input field with the placeholder text 'Enter old password'. At the bottom left, there is a blue link that says 'Forgot your old password?'. At the bottom right, there is a blue button labeled 'NEXT'.

10. If you are unable to connect to the Internet, turn your Wi-Fi off and back on again. This can be done by clicking on the clock on the bottom right side of your taskbar.