

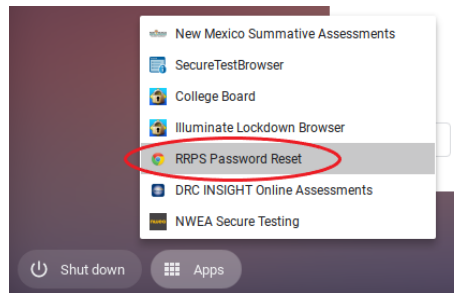


Reset a Student Password on a Chromebook

- 1) Open the Chromebook lid. It should turn on automatically. If not, press the [Power]  button.
- 2) Connect to your home Wi-Fi.
- 3) From the Chromebook login screen (**before signing in**) click  Apps on the bottom left on the screen.
- 4) Select “RRPS Password Reset”.




- 5) Read the Terms of Service, which include the password requirements, and click [*I agree*].

Terms of Service

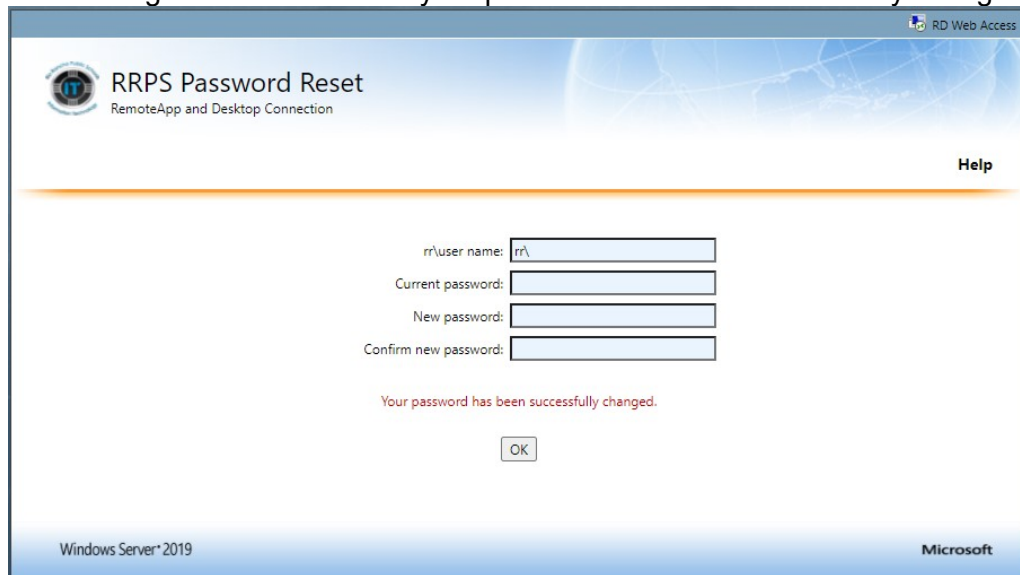
Password Requirements: 1. Requires 8 characters 2. Must have a capital letter, lowercase, number and/or special character 3. You can't use your previous 2 passwords

- 6) Enter the information on the RRPS Password Reset form as described below:

A screenshot of a web browser window displaying the 'RRPS Password Reset' form. The title bar says 'RD Web Access'. The page has a blue header with the RRPS logo and the text 'RRPS Password Reset RemoteApp and Desktop Connection'. A 'Help' link is in the top right. The form contains four input fields: 'rr\user name:' (with 'rr\' pre-filled), 'Current password:', 'New password:', and 'Confirm new password:'. Below the fields are 'Submit' and 'Cancel' buttons. The footer shows 'Windows Server® 2019' and the 'Microsoft' logo.


- a. rr\user name: **Enter student ID# (after rr\)**
- b. Current password: **Enter your current password (or the temporary password provided by the school)**
- c. New password: **Enter what you would like your new password to be**
Your password must meet these requirements:
 - Minimum of 8 characters
 - Include one lowercase and one uppercase (capital) letter
 - Include one number or special character
 - **Cannot** contain the student ID#
 - **Cannot** contain the student's name
 - **Cannot** be one of the last 3 passwords
 - **Cannot** repeat more than 2 characters in sequence (88 is OK but 888 is not)
- d. Confirm new password: **Enter EXACTLY what you typed in the previous field**
- e. Click [**Submit**]

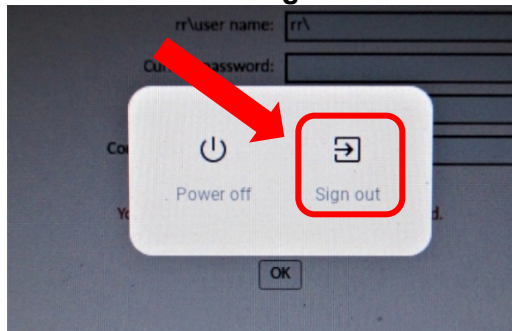
- 7) You should see a message that confirms that your password has been successfully changed.



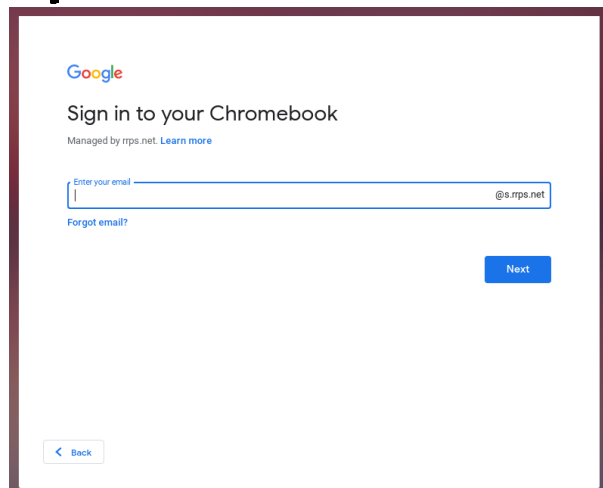
- 8) If you get an error that says “The user name or password that you entered is not valid. Try typing it again.”, go back to step 6 and be very careful that your “Current password:” is entered correctly.

If you get an error that says “Your new password does not meet the length, complexity, or history requirements of your domain. Try choosing a different new password.”, go back to step 6 and verify that the new password follows the password requirements.

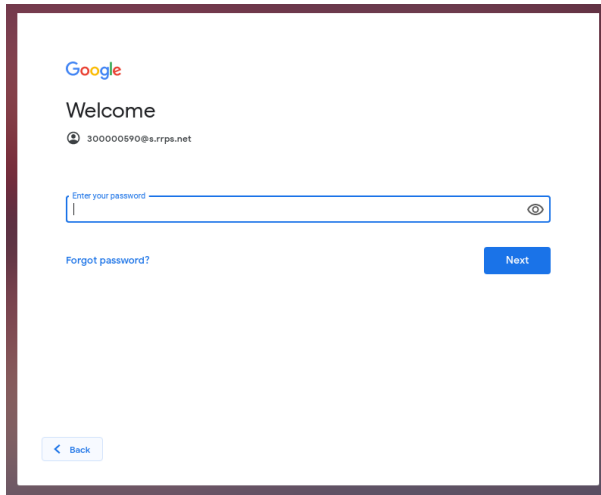
- 9) **Very Important:** You will not be able to log on to the Chromebook from the page that displays after your password has been changed successfully. You must press the [Power]  key and select “Sign out” to sign out of the Password Reset screen and go back to the main sign on screen.



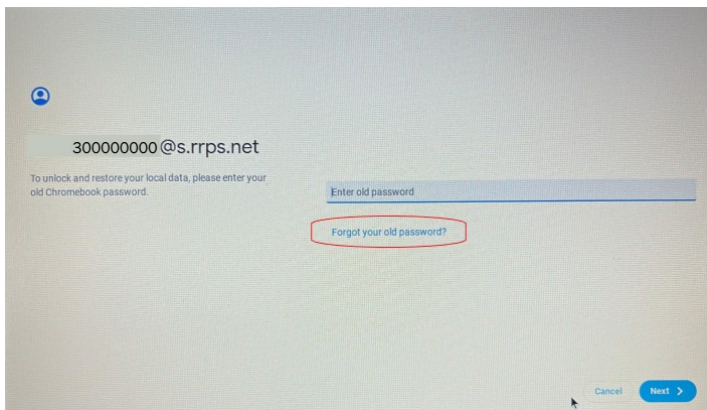
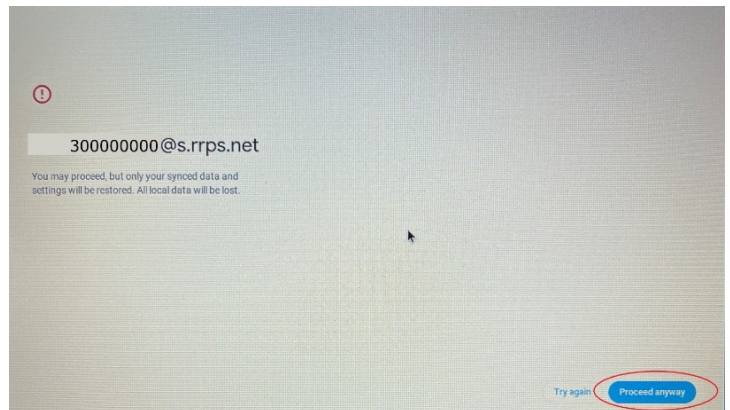
- 10) Once the sign in screen displays, type your **student ID#** in the “Enter your email” field (the @s.rps.net will already be filled in). Click **[Next]**.



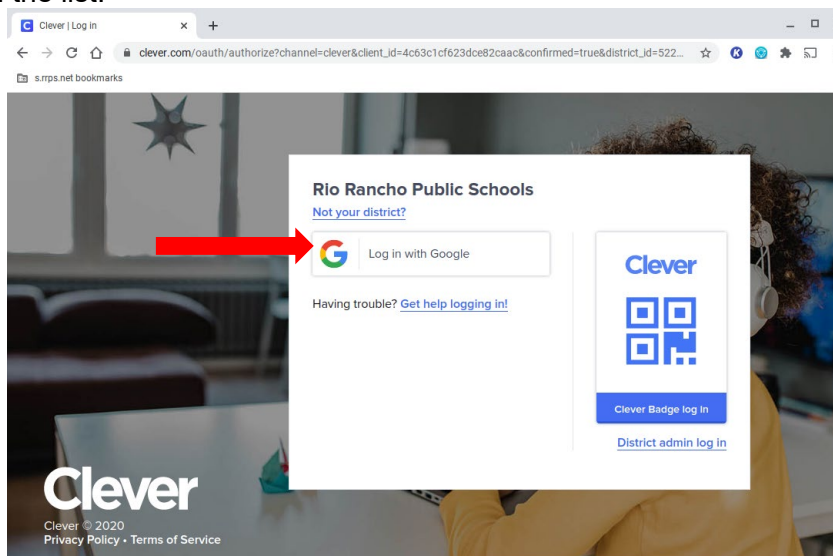
11) **Enter your newly changed password** when prompted to “Enter your password”.

A screenshot of the Google Welcome screen. At the top is the Google logo. Below it, the word "Welcome" is displayed, followed by the email address "300000690@s.rrps.net". There is a password input field with the placeholder text "Enter your password" and a small eye icon to toggle visibility. Below the input field are two links: "Forgot password?" and a blue "Next" button. At the bottom left, there is a blue "< Back" button.

12) If a message displays that says “To unlock and restore your local data, please enter your old Chromebook password”, click “**Forgot your old password**” and then on the next screen, click [**PROCEED ANYWAY**]. All RRPS data is stored on the cloud so there is no data to restore.

A screenshot of a Chromebook unlock screen. It shows the email address "300000000@s.rrps.net" and the text "To unlock and restore your local data, please enter your old Chromebook password." Below this is a text input field labeled "Enter old password". A red circle highlights the link "Forgot your old password?". At the bottom right, there are "Cancel" and "Next >" buttons.A screenshot of the next screen in the Chromebook unlock process. It shows the same email address "300000000@s.rrps.net" and a message: "You may proceed, but only your synced data and settings will be restored. All local data will be lost." At the bottom right, there are "Try again" and "Proceed anyway" buttons. The "Proceed anyway" button is circled in red.

13) The Chrome browser will start and the Clever log in screen will load. Click “Log in with Google” and select your student account from the list.

A screenshot of a web browser showing the Clever login page. The browser's address bar shows the URL "clever.com/oauth/authorize?channel=clever&client_id=4c63c1cf623dce82caac&confirmed=true&district_id=522...". The Clever logo is in the top left. The main content area has the text "Rio Rancho Public Schools" and a link "Not your district?". A red arrow points to the "Log in with Google" button, which features the Google logo. Below this button is a link "Having trouble? Get help logging in!". To the right, there is a Clever logo and two buttons: "Clever Badge log in" and "District admin log in". At the bottom left, the Clever logo is repeated along with "Clever © 2020" and links for "Privacy Policy" and "Terms of Service".

If you are still having a problem and you are sure that you are typing all of the information correctly and have followed all the password requirements, please go to <https://rrpsassist.freshdesk.com> and fill out a support ticket to reset the password again. After you are notified that the password has been changed, try again to reset your password.

If you would like assistance, please call the RRPS@Home phone support at (505) 962-HOME (4663).