

## Crosby ISD Information Systems Self-Service Network Password Reset

**Issue:** Crosby ISD user has a forgotten password and needs to reset their account  
**Insight:** Crosby ISD uses Microsoft 365 for self-service password resets.  
**Resolution:** Perform the steps below to reset the network account password. This can be done from any device with an internet connection.

1. Go to Crosby ISD's home page, then Staff, and finally the *Password Reset (2 – Recovery)* link:

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- Password Reset (1 - Registration)
- Password Reset (2 - Recovery)

2. The account recovery prerequisite process will appear. Enter your district e-mail address and security verification:

Crosby ISD 

### Get back into your account

Who are you?

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

Email or Username:

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



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

Press **Next** to continue.

3. If you had previously registered for self-service password recovery, the **verification step 1** option will appear:

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### Get back into your account

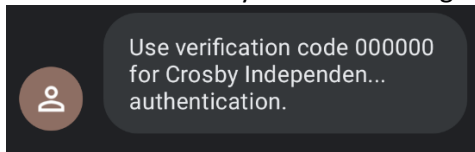
verification step 1 > choose a new password

Please choose the contact method we should use for verification:

|   |   |
|---|---|
| <input checked="" type="radio"/> Text my mobile phone | In order to protect your account, we need you to enter your complete mobile phone number (*****01) below. You will then receive a text message with a verification code which can be used to reset your password. |
| <input type="radio"/> Call my mobile phone            |   |
| <input type="text" value="Enter your phone number"/>  |   |
| <input type="button" value="Text"/>                   |   |

In this example, mobile phone text recovery is illustrated (personal e-mail option is similar). Enter your mobile phone number and press **Text**.

4. Microsoft will send you a text message with a verification code like the example below:



5. **Verification step 1** will update after Microsoft sends the verification text:

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

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[Next](#) [Try again](#) [Contact your administrator](#)

Enter the code in the verification text and press **Next** to continue.

6. When the verification code is confirmed, you'll see the option to update password:



## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

\*\*\*\*\*

\* Confirm new password:

\*\*\*\*\*

[Finish](#) [Cancel](#)

Enter a new password. Passwords must meet the following properties:

Minimum 7 characters

At least 3 of the 4 following characters:

A capital letter (A - Z)

A small letter (a - z)

A number (0 - 9)

A special character (example: !, @, #, or %)

After entering/confirming the new password, press **Finish** to continue.

7. If successful, the browser will update with the following:



Get back into your account

✔ Your password has been reset

**NOTE:** It can take up to 30 minutes for the new password to take effect and reach all district systems/services.