

Student Self-Service Password Portal

Both students and teachers can reset student passwords using the following set of directions. In order to change a student password, please select one of the options listed below.

Student Self-Service Password Reset

The student must know their current password or have previously set up their profile within the password portal to complete this process without a teacher's assistance.

If student does not know their password, or has not set-up their profile, please follow the [Teacher-Assisted Student Password Reset](#) instructions.

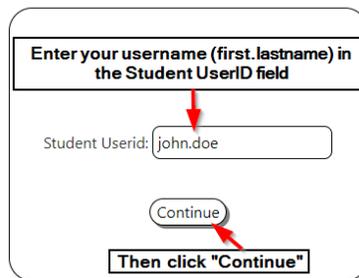
Portal Set-up

If the student is using the portal for the first time, a profile of specific questions/answers must be set up.

1. Navigate to <https://mynnpspassword.nn.k12.va.us/>



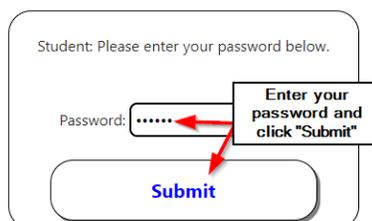
2. Enter the student's username (first.lastname) in the **Student UserID** field and select **Continue**.



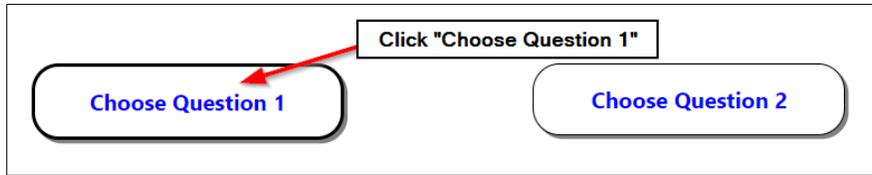
3. Select **Edit Password Profile**.



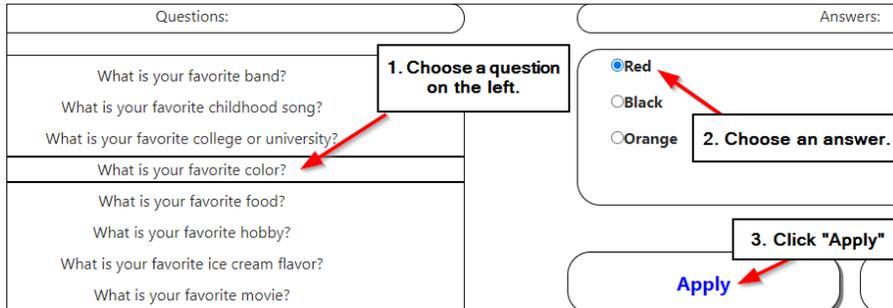
4. Enter the current password and select **Submit**.



5. Select **Choose Question 1**.

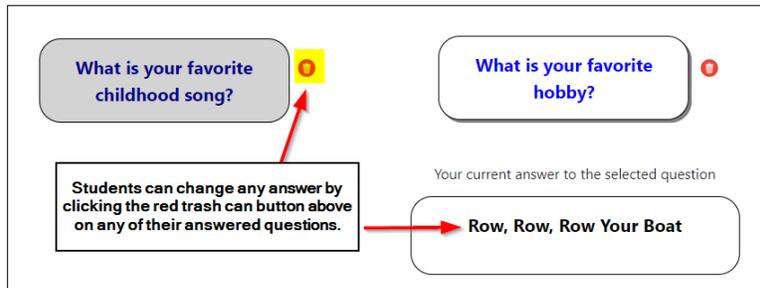


6. Select a question from the left column, and a selection of answers will appear on the right. There will be 3 answer choices, select an answer and then click **Apply**.

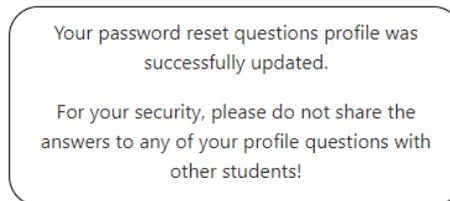


7. Repeat the same steps for the remaining 2 questions.

NOTE: Students can change any answer by clicking the red trash can button below any of their answered questions.



8. Select **Apply** to create the profile and a message will display *“Your password reset questions profile was successfully updated.”*



9. Select **Home** in the left corner of the webpage or close the browser/tab to end the session.



Student Password Reset

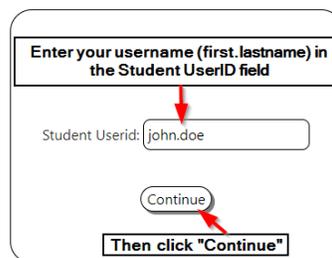
The instructions below can only be used if the student:

- Has just completed previous section, **or**
- Does **not** know their current password, but already has a profile setup.

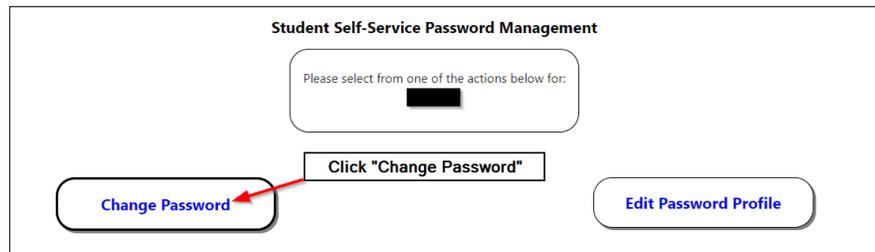
1. Navigate to <https://myannpassword.nn.k12.va.us/>



2. Enter the student's username (first.lastname) in the **Student UserID** field and select **Continue**.



3. Select **Change Password**.



4. Select **I'll Answer My Profile Questions**.



5. Select the appropriate answer to the security questions and then select **Submit**.

What is your favorite color?
 Red
 Black
 Orange

What is your favorite ice cream flavor?
 Vanilla
 Chocolate
 Cookie dough
 Rocky Road

What is your favorite food?
 Ice Cream
 Pizza
 Cake

Select the appropriate answers then select "Submit"

Submit

6. Enter the new password in the **New Password** and **Repeat Password** field following the highlighted requirements, and then select **Submit**.

Student: Please enter a new password that meets the following requirements:

- Minimum length is: 6 characters
- Must contain at least one letter
- Must contain at least one number

New Password:

Repeat Password:

Submit

7. A message will display *"The password for...was successfully changed."*

Student Self-Service Password Management

The password for [redacted] was successfully changed!

8. Select **Home** in the left corner of the webpage or close the browser/tab to end the session.

Home **Click on "Home" to end session**

NEWPORT NEWS PUBLIC SCHOOLS

Student Self-Service Password

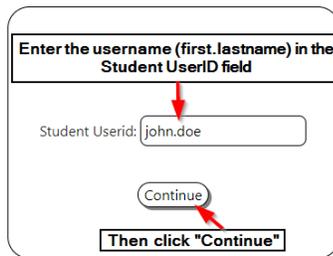
Teacher-Assisted Student Password Reset

A teacher/staff member can reset a student's password by performing the following steps.

1. Navigate to <https://mynnpsspassword.nn.k12.va.us/>



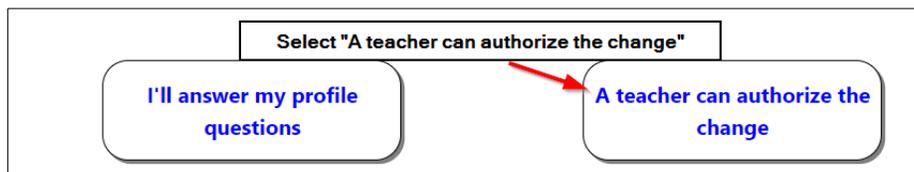
2. Enter student's login (first.lastname) in the **Student UserID** field and select **Continue**.



3. Select **Change Password**.



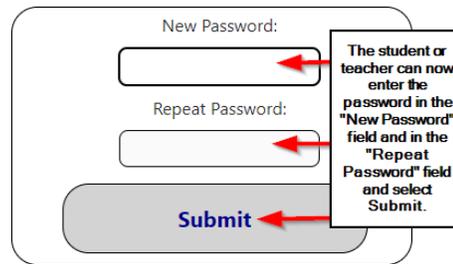
4. Select **A teacher can authorize the change**.



5. Enter the **Teacher's Userid** (first.lastname) and **Password** in the appropriate fields then select **Submit**.



6. The student or teacher can now enter the password in the **New Password** field and in the **Repeat Password** field and select **Submit**.



The image shows a user interface for password creation. It consists of three main elements: a text input field labeled "New Password:", a second text input field labeled "Repeat Password:", and a grey button labeled "Submit". A white callout box with a black border is positioned to the right of the input fields. It contains the text: "The student or teacher can now enter the password in the 'New Password' field and in the 'Repeat Password' field and select Submit." Three red arrows point from the callout box to the right side of each of the three elements: the "New Password" field, the "Repeat Password" field, and the "Submit" button.