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.
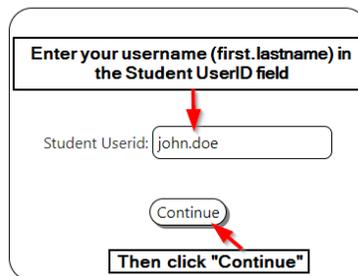
Portal Set-up

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.**

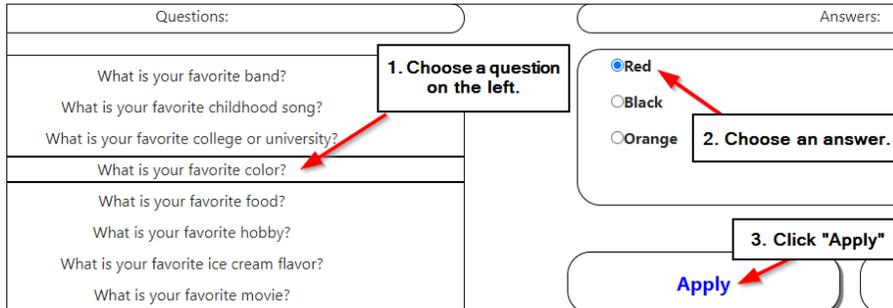4. Enter the current password and select **Submit**.
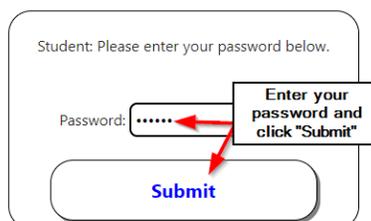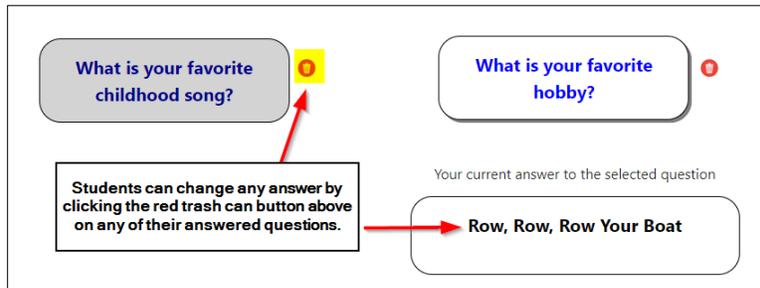
5. Select **Choose Question 1**.
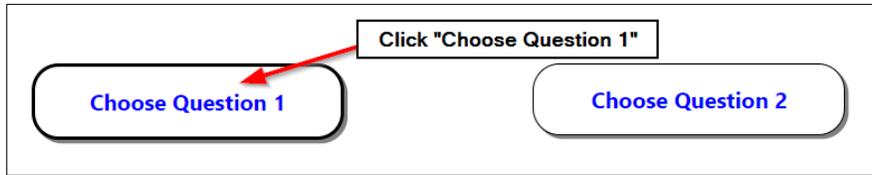
6. Select a question from the left column, and a selection of answers will appear on the right. There will be 3 answer choices, select an answer and then click **Apply**.
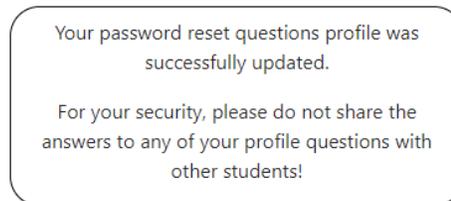

7. Repeat the same steps for the remaining 2 questions.
    NOTE: Students can change any answer by clicking the red trash can button below any of their answered questions.

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.
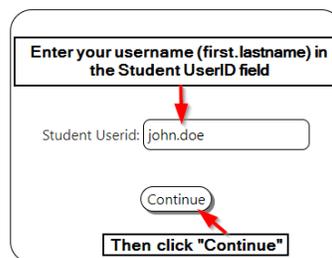
Student Password Reset

The instructions below can only be used if the student:

➢ Has just completed previous section, **or**

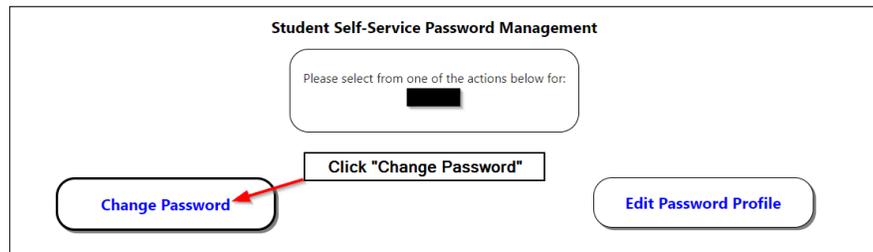➢ Does *not* know their current password, but already has a profile setup.

1. Navigate to https://mynnpspassword.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.**

6. Enter the new password in the **New Password** and **Repeat Password** field following the highlighted requirements, and then select **Submit.**
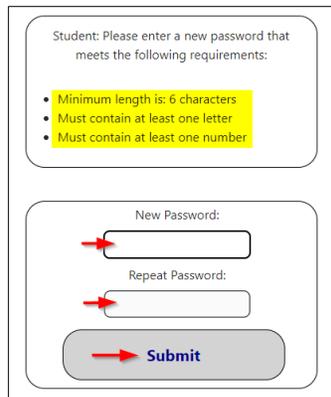
7. *A message will display "The password for...was successfully changed."*

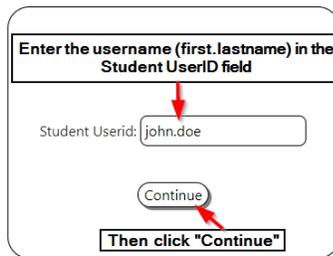8. Select **Home** in the left corner of the webpage or close the browser/tab to end the session.

Teacher-Assisted Student Password Reset

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

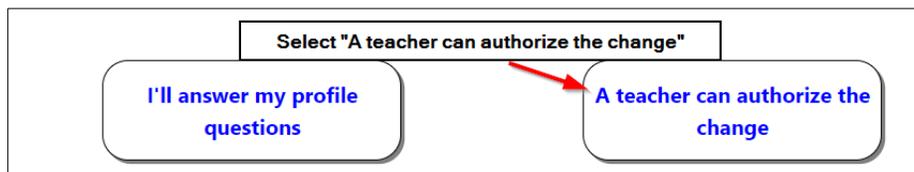1. Navigate to https://mynnpspassword.nn.k12.va.us/

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

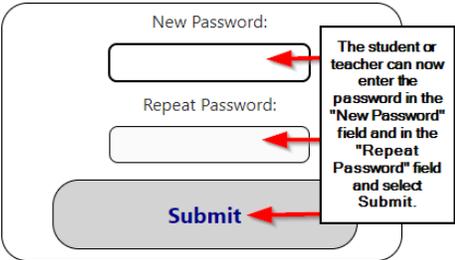3. Select **Change Password**.

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**.

New Password:

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

Repeat Password:

Submit