Student Password Reset

Student Self-Service Password Reset

The student must know their current password, or have previously setup 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 setup.

1. Navigate to https://mynnspassword.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 given 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/](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.