

# 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.

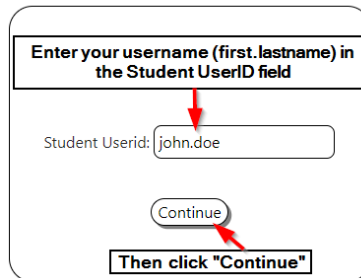
### Portal Set-up

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

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



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



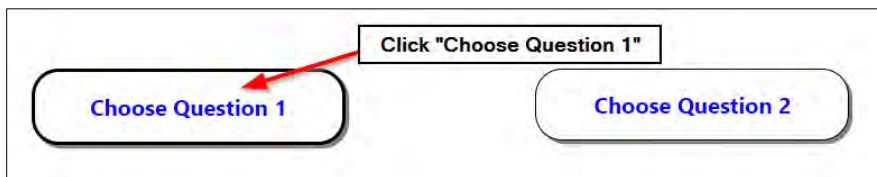
3. Select **Edit Password Profile**.



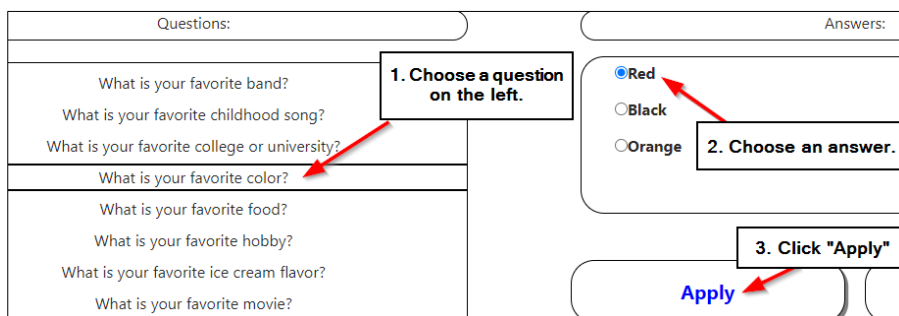
4. Enter the current password and select **Submit**.



5. Select **Choose Question 1**.

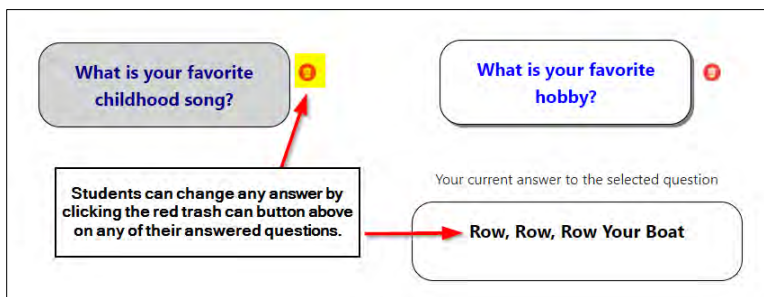


6. Select a question from the left column, and a selection of answers will appear on the right. There will be given 3 answer choices, select an answer and then click **Apply**.

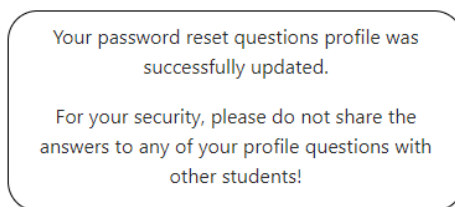


7. Repeat the same steps for the remaining 2 questions.

**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.

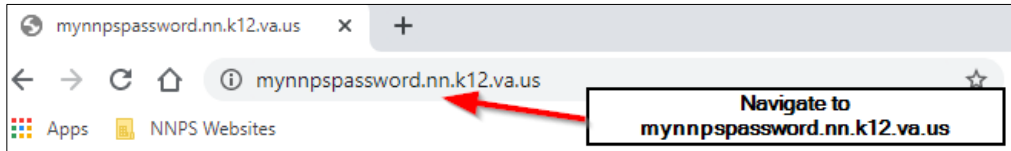


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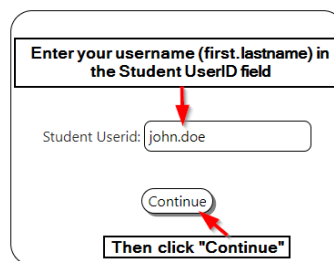
The instructions below can only be used if the student:

- 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**.



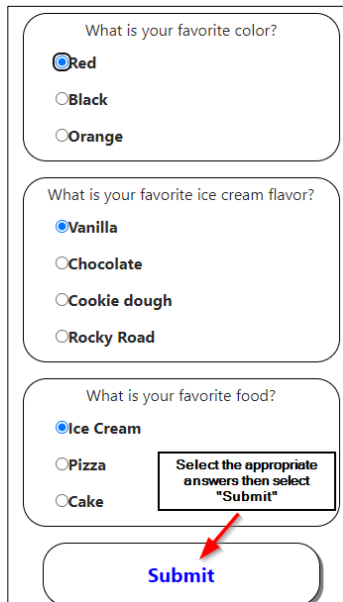
3. Select **Change Password**.



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

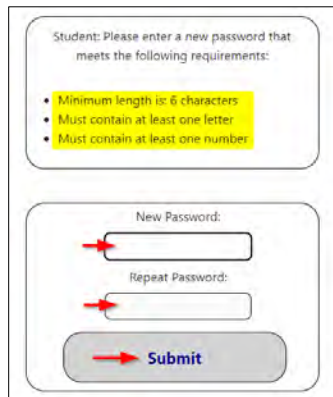
What is your favorite ice cream flavor?  
 Vanilla  
 Chocolate  
 Cookie dough  
 Rocky Road

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:

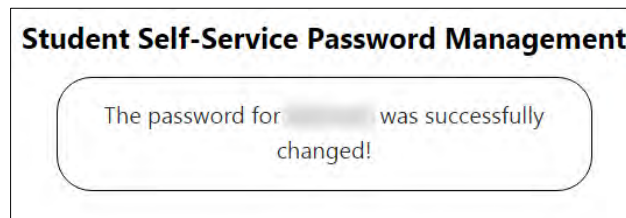
- Minimum length is: 6 characters
- Must contain at least one letter
- Must contain at least one number

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

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Student Self-Service Password