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/](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/](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**.