

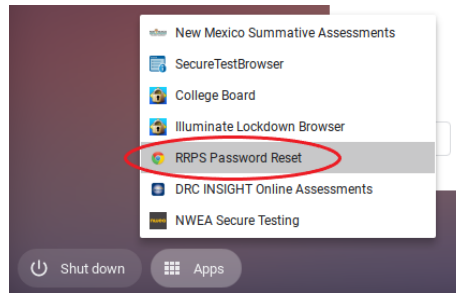


Reset a Student Password on a Chromebook

- 1) Open the Chromebook lid. It should turn on automatically. If not, press the [Power]  button.
- 2) Connect to your home Wi-Fi.
- 3) From the Chromebook login screen (**before signing in**) click  Apps on the bottom left on the screen.
- 4) Select "RRPS Password Reset".

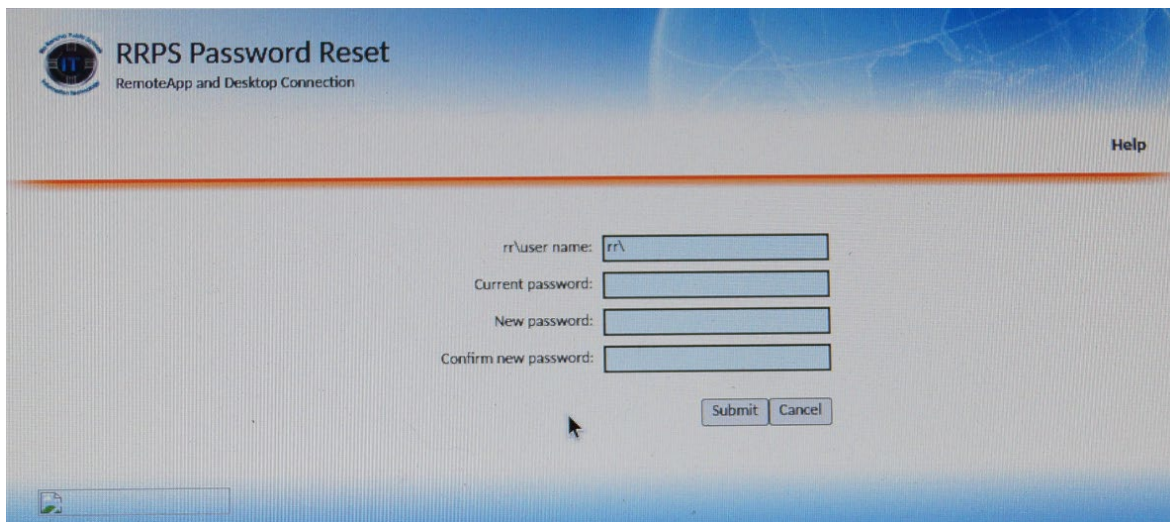


- 5) Read the Terms of Service, which include the password requirements, and click [*I agree*].

Terms of Service

Password Requirements: 1. Requires 8 characters 2. Must have a capital letter, lowercase, number and/or special character 3. You can't use your previous 2 passwords

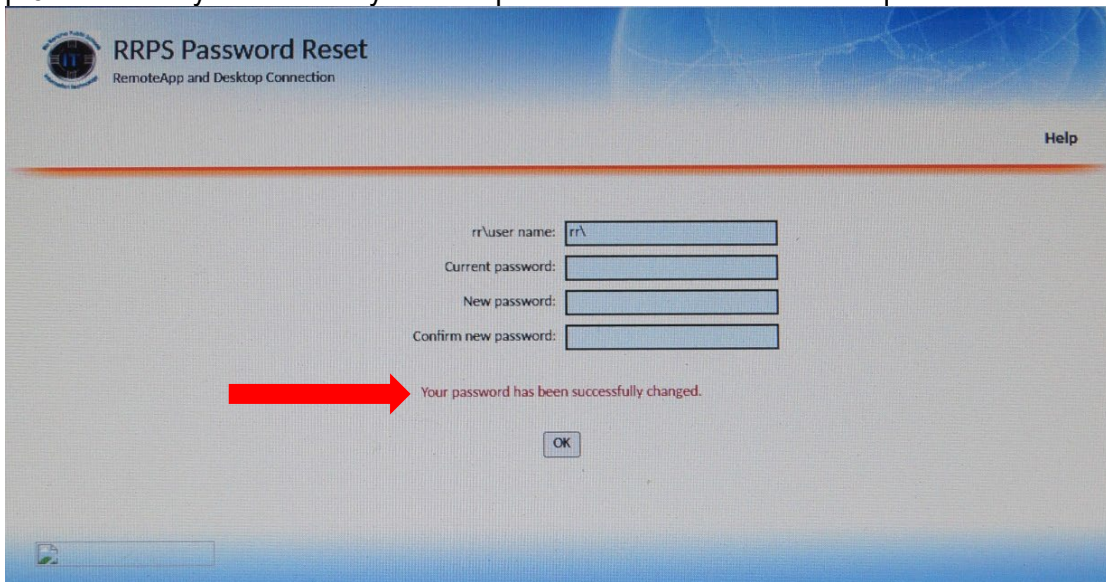
- 6) Enter information on the RRPS Password Reset form:

A screenshot of the 'RRPS Password Reset' form. The form has a blue header with the RRPS logo and the text 'RRPS Password Reset RemoteApp and Desktop Connection'. Below the header, there are four input fields: 'rr\user name:' with 'rr\' entered, 'Current password:', 'New password:', and 'Confirm new password:'. At the bottom right, there are 'Submit' and 'Cancel' buttons. A 'Help' link is visible in the top right corner.

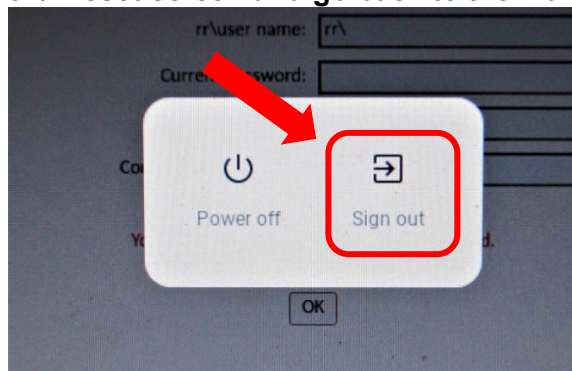
- a. rr\user name: (after rr\) **student ID#**
- b. Current password: Enter **Rrschool1** (if you have already changed your password this school year, type your current password)
- c. New password: **Enter what you would like your new password to be**
Your password must meet these requirements:
 - At least 8 characters
 - Include one capital letter
 - Include one number OR special character
 - **Cannot** be your student ID#
 - **Cannot** be your student's name
 - **Cannot** be one of the last 3 passwords that you've used at RRPS
- d. Confirm new password: **Enter EXACTLY what you typed in the previous field**
- e. Click [**Submit**]

7) You should see a message that confirms that your password has been successfully changed.

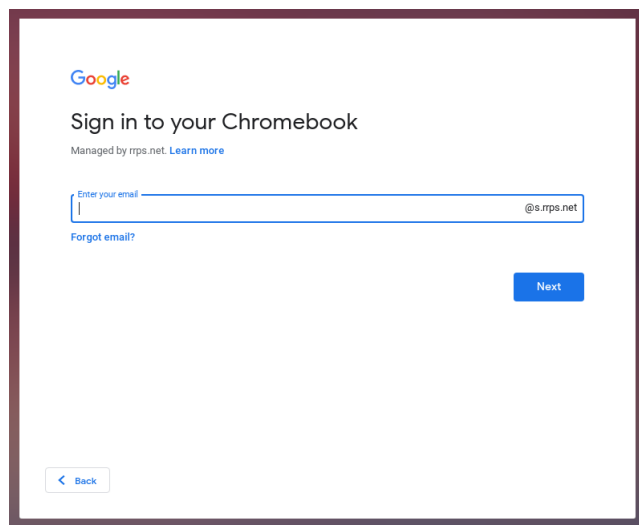
If you get an error that says “The user name or password that you entered is not valid. Try typing it again.”, go back to step 6 and be very careful that your new password follows the rules required.



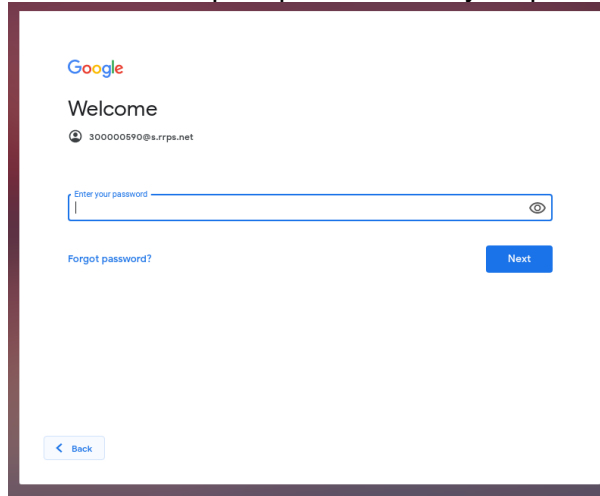
8) **Very Important:** You will not be able to log on to the Chromebook from the page that displays after your password has been changed successfully. You must press the [Power] ⏻ key and select “Sign out” to sign out of the Password Reset screen and go back to the main sign on screen.



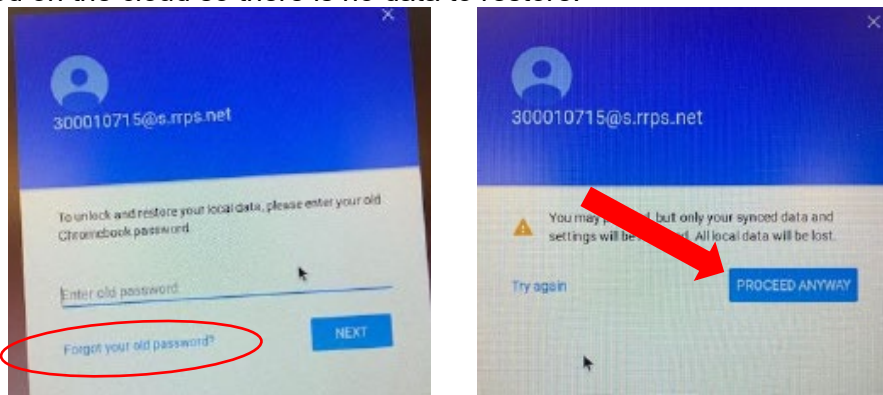
9) Once the sign in screen displays, type your **student ID#** in the “Enter your email” field (the @s.rpps.net will already be filled in). Click **[Next]**.



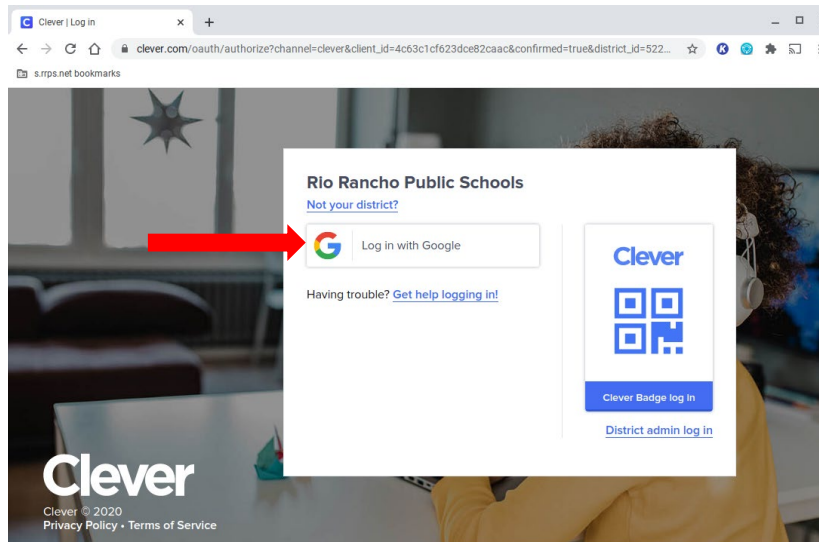
10) **Enter your newly changed password** when prompted to “Enter your password”.



11) If a message displays that says “To unlock and restore your local data, please enter your old Chromebook password”, click “**Forgot your old password**” and then on the next screen, click [**PROCEED ANYWAY**]. All RRPS data is stored on the cloud so there is no data to restore.



12) The Chrome browser will start and the Clever log in screen will load. Click “Log in with Google” and select your student account from the list.



If you are still having a problem and you are sure that you are typing all of the information correctly and have followed all the password requirements, please go to <https://rrpsassist.freshdesk.com> and fill out a support ticket to reset the password again. After you are notified that the password has been changed, try again to reset your password.

If you would like assistance, please call the RRPS@Home phone support at (505) 962-HOME (4663).