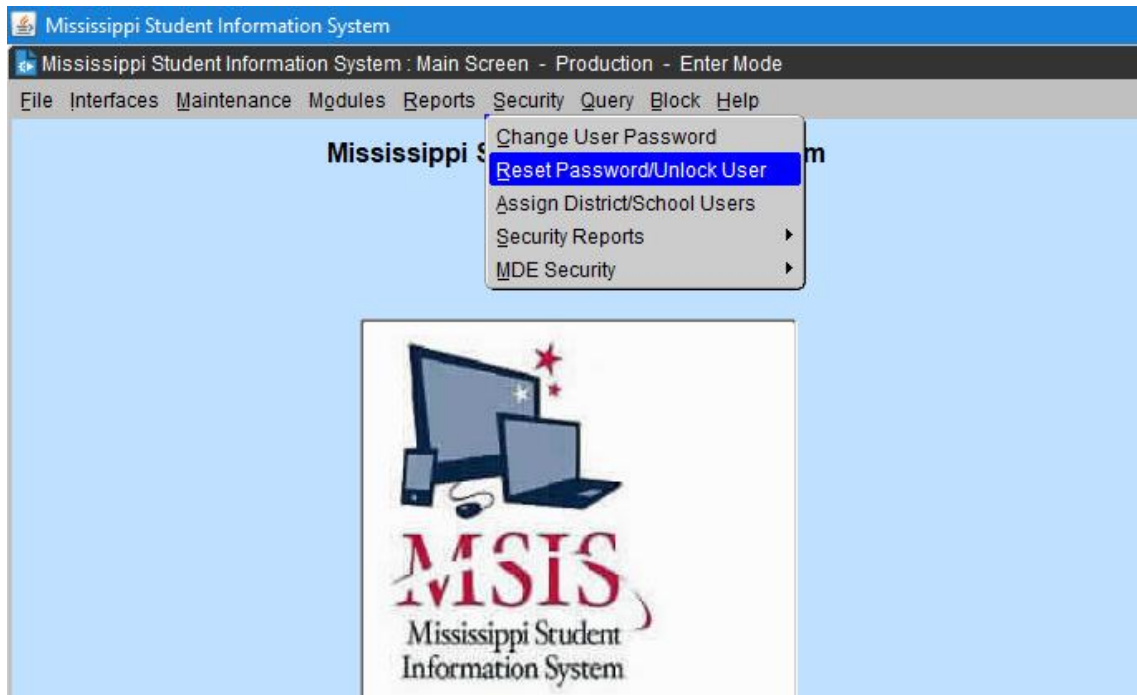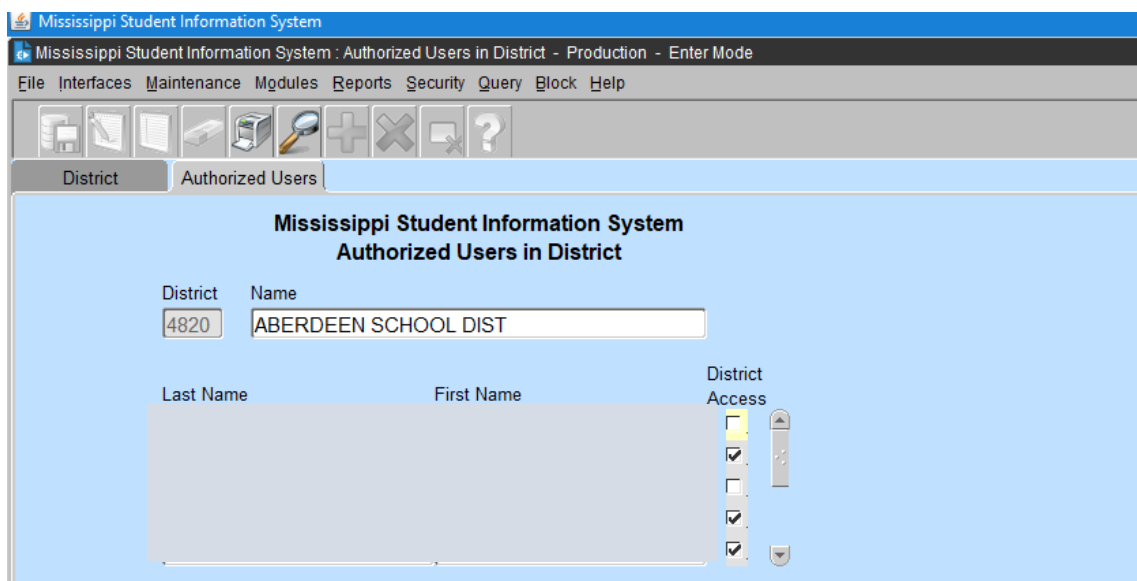# Reset a Password or Unlock a MSIS Account

To reset a password or unlock an account:
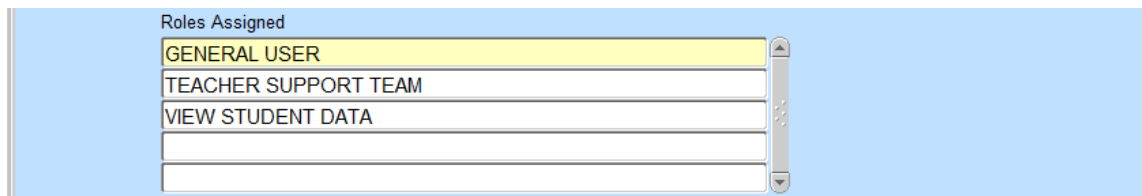**SECURITY=>Reset Password/Unlock User**

When the form comes up, Click the tab (Authorized Users). It may take a few minutes.

You will only see your district and school authorized users.

District users will have a check in the box beside their name. Highlight the person's name.
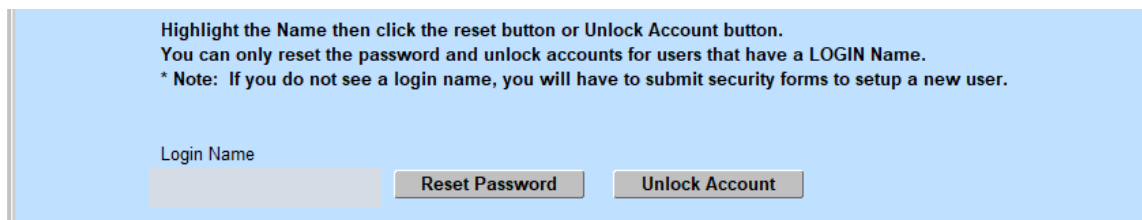
The second box will show you all the roles assigned to the user.

The last box will show you their login name. Highlight the name in the first box (list of all users) then click **RESET PASSWORD** button or **UNLOCK ACCOUNT** button.

The new password requires a minimum of 8, first character must be an alpha character and you must have at least 1 numeric character "a2345678910a" with no special characters.