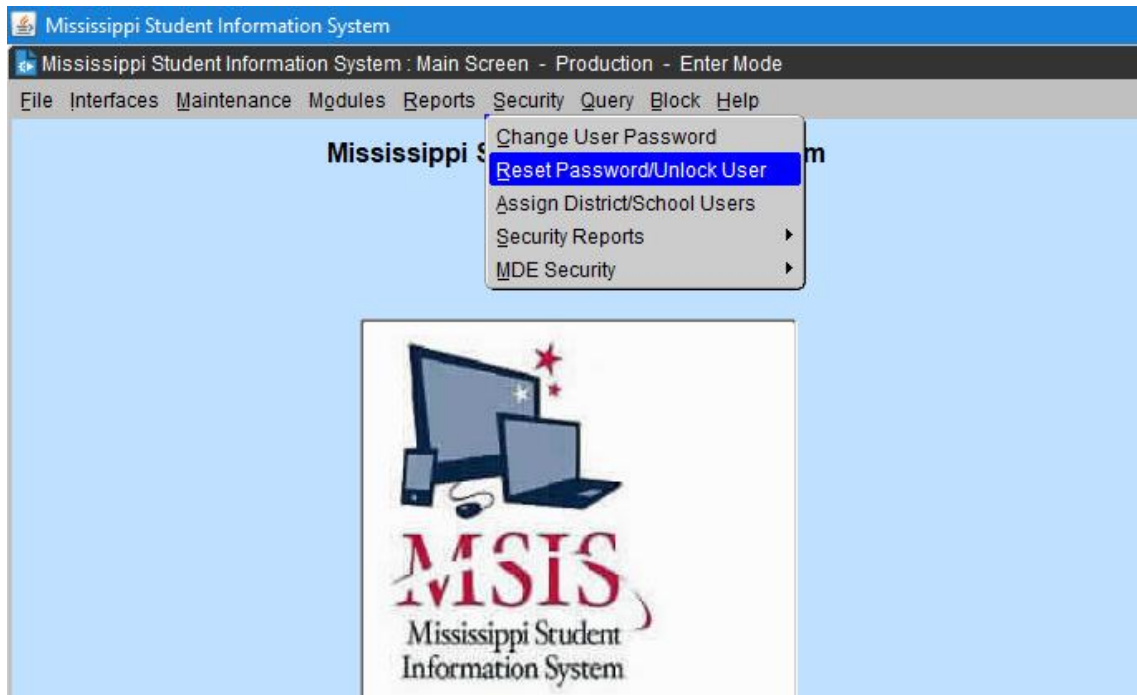


# Reset a Password or Unlock a MSIS Account

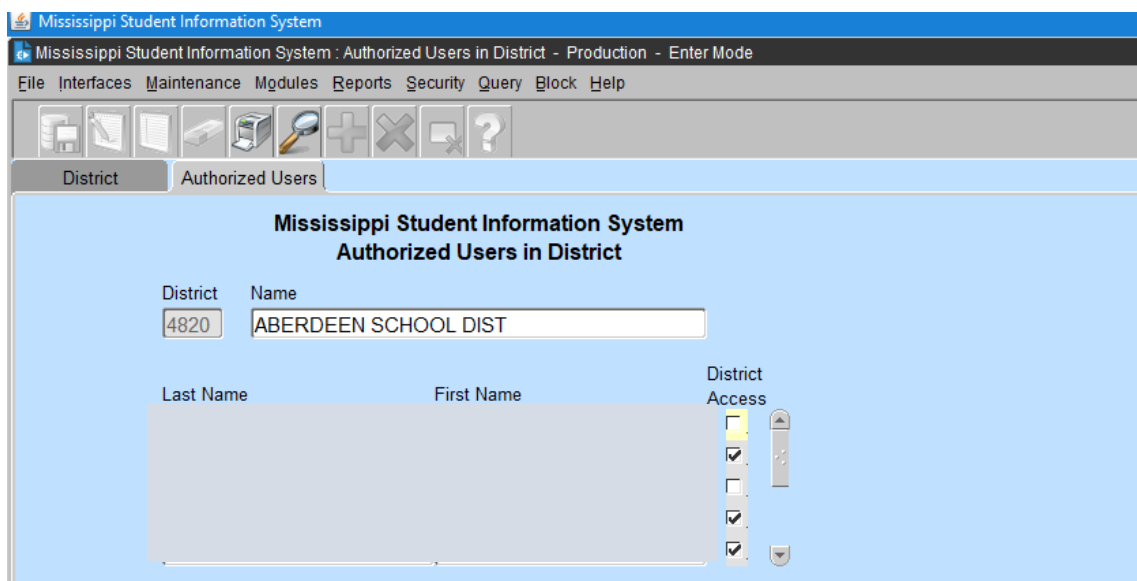
To reset a password or unlock an account:  
**SECURITY=>Reset Password/Unlock User**



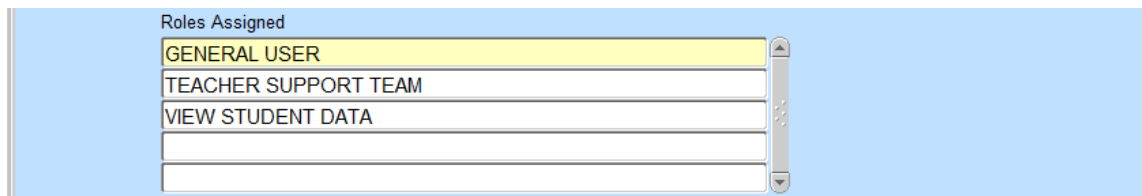
When the form comes up, Click the tab (Authorized Users). It may take a few minutes.

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.

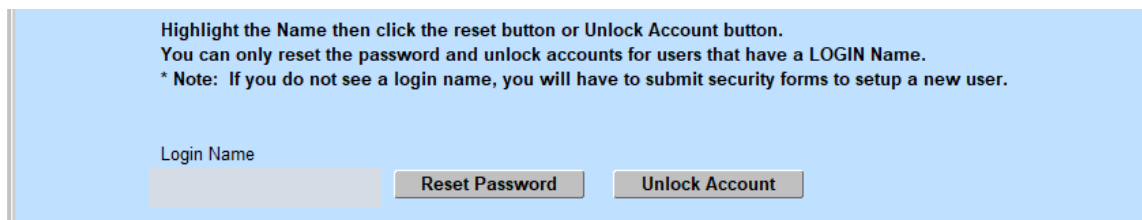


The second box will show you all the roles assigned to the user.



A screenshot of a web interface showing a list of roles assigned to a user. The list is titled "Roles Assigned" and contains four items: "GENERAL USER" (highlighted in yellow), "TEACHER SUPPORT TEAM", "VIEW STUDENT DATA", and an empty box. The list is contained within a light blue rectangular area.

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.



A screenshot of a web interface showing instructions and buttons. The text reads: "Highlight the Name then click the reset button or Unlock Account button. You can only reset the password and unlock accounts for users that have a LOGIN Name. \* Note: If you do not see a login name, you will have to submit security forms to setup a new user." Below the text is a "Login Name" label, a text input field, and two buttons: "Reset Password" and "Unlock Account". The entire interface is set against a light blue background.

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.