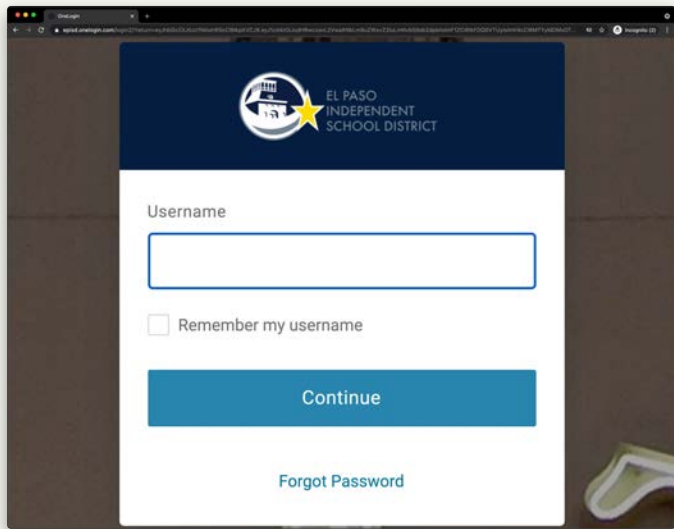


# I FORGOT MY EPISD PASSWORD

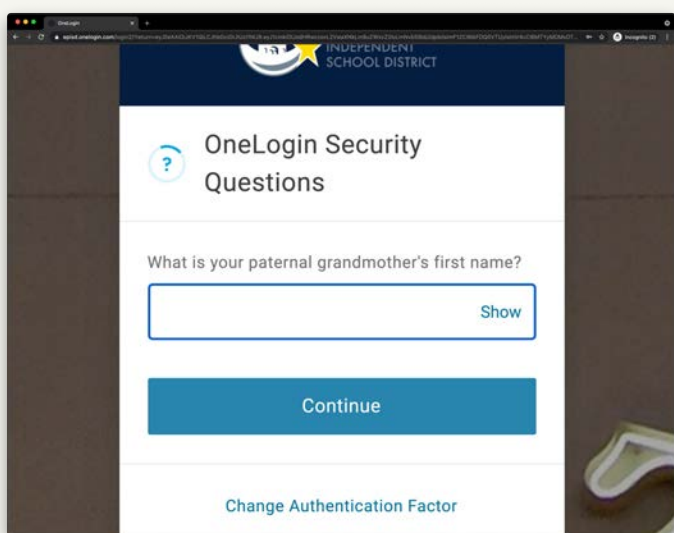
PERFORMING THIS ACTION WILL NOT CHANGE OR UPDATE AN ASSIGNED MACBOOK AIR DEVICE PASSWORD



## SELECT A RESET OPTION

### AUTHENTICATION FACTOR

Select one of your available options and follow the on-screen directions. In this example, the option to answer the security questions was chosen.

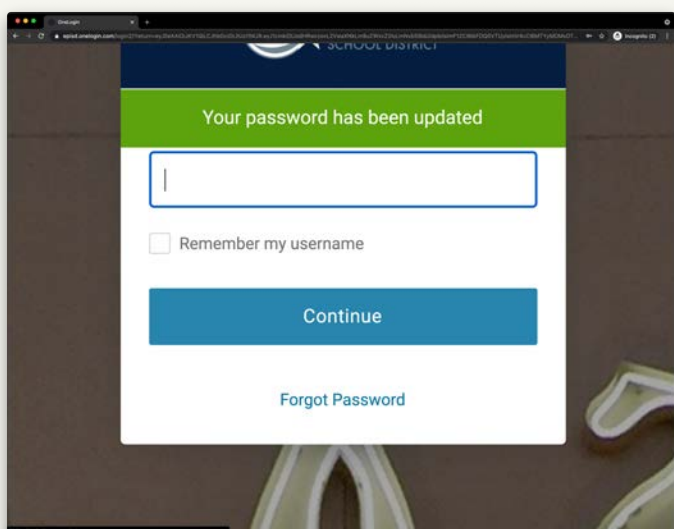


## CHANGE PASSWORD

### UPDATING YOUR EPISD PASSWORD

In this section, please be sure to meet the password requirements. You must have all **GREEN** check marks to complete a successful change.

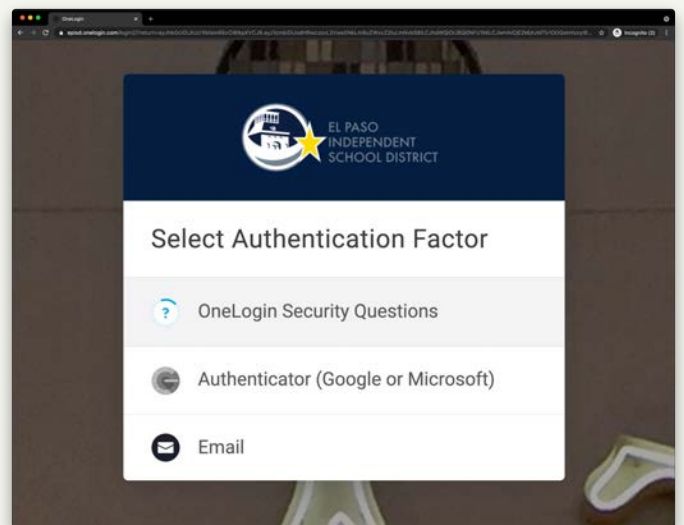
Click *Submit*



## TO GET STARTED

### OPEN A WEB BROWSER

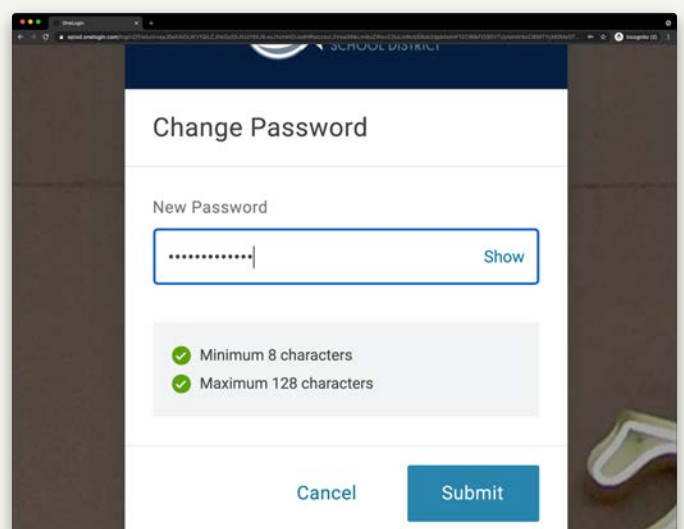
Go to <https://episid.onelogin.com>  
On the EPISD OneLogin homepage  
Click on *Forgot Password* within the login window and enter your EPISD username.



## AUTHENTICATION FACTOR

### ONELOGIN SECURITY QUESTIONS

These will be the security questions you have chosen to answer for your MFA. If you do not know your answers, contact the Help Desk at 230-2601 and ask to have your password and security questions reset.



## SUCCESSFUL

### PASSWORD UPDATED

You should see a **GREEN** highlighted message flash at the top of the screen and will disappear after a couple of seconds "Your password has been updated" You can now login with your new password.

If you see a **RED** highlighted message

- Do not try and use any previous passwords and try again.
- Contact the Help Desk at 230-2601 if you need assistance.