

# How do I reset my LPS account password?

23 September 1, 2020 [Account](#) 1338

In cases where you are unable to log in and a password reset is needed you will have two options available to reset your password.

If you have finished the Multi-Factor Authentication set up you will have the option of using the self-service password reset feature. If you have not set up MFA or you are unable to use the self-service password reset feature you need to contact the LPS Help Desk to have your password reset.

When contacting help desk for a password reset you may be asked additional questions to verify your account. In cases where we may not be able to verify, you may be asked to have a supervisor contact us on your behalf to have your password reset.

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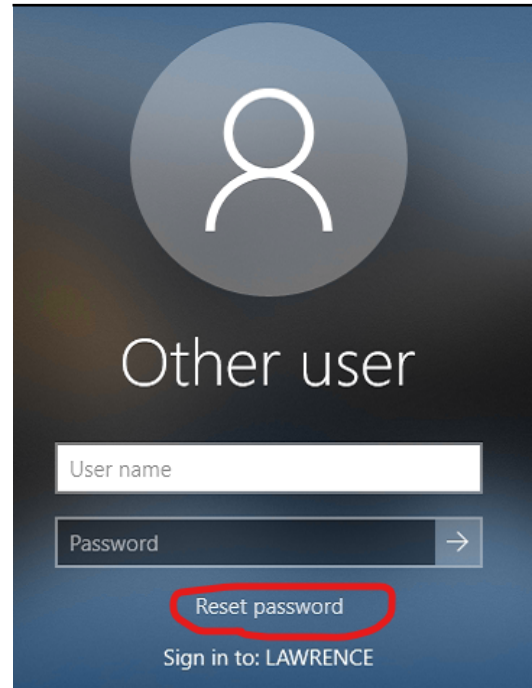
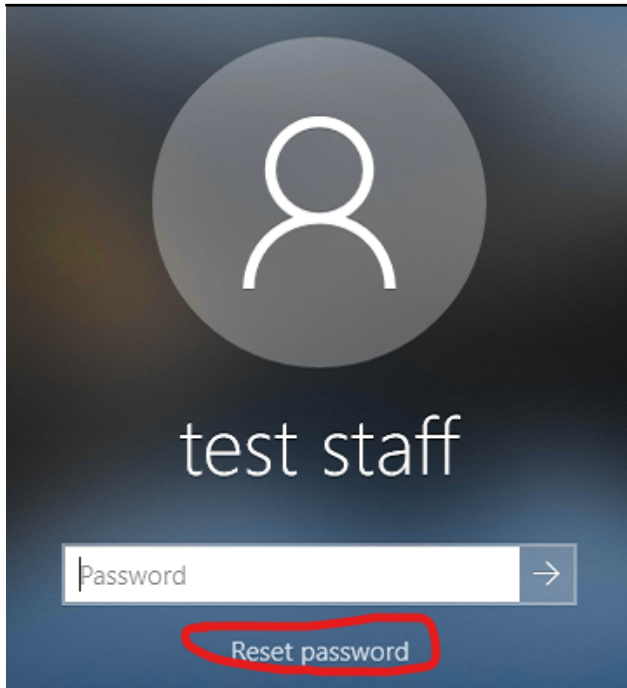
## Reset self-service password reset

### Reset from an LPS Windows 10 computer

**NOTE: You will need to set up Multi-Factor Authentication before you will be able to use this feature. Check out the article "[How do I set up Multi-Factor Authentication?](#)" for directions.**

1. At the login screen, click the "**Reset password**" link under password box.

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2. Enter your LPS email address, then click the **Next** button.



## Get back into your account

Begin by entering your work or school account.

User ID:

Next

Cancel

3. Click on the option labelled "**I forgot my password**", then click the **Next** button.



## Get back into your account

Why are you having trouble signing in?



I forgot my password



I know my password, but still can't sign in

Choose this option to keep your existing password  
and unlock your account

Next

Cancel

5. Click the **Next** button to continue.

6. Enter and confirm your new password, then click the **Next** button.

Get back into your account



Create a new password

Enter new password:

Confirm new password:

Next

Cancel

7. Once you successfully reset your password you will then be able to use it to log into your LPS account.



## Reset password on the internet from the LPS SSO sign-on screen

**NOTE:** You will need to set up Multi-Factor Authentication before you will be able to use this feature. Check out the article "[How do I set up Multi-Factor Authentication?](#)" for directions.

1. Visit any LPS site that requires an LPS account login (PowerSchool, Clever, Webmail). If you see the Microsoft sign in instead of the LPS sign in you may need to try a different site (such as Clever or Webmail).

2. At the LPS sign in screen , click in the link labelled "**Can't access your account?**".

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<div><h2>Sign in</h2><p>Email, phone, or Skype</p><p><a href="#">Can't access your account?</a></p><p><a href="#">Sign-in options</a></p><p>Next</p></div>	<div><h2>Sign in</h2><p>Email, phone, or Skype</p><p>No account? <a href="#">Create one!</a></p><p><a href="#">Sign in with a security key</a> ⓘ</p><p><a href="#">Sign-in options</a></p><p>Next</p></div>
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3. You will be taken to a page labelled "**Get back into your account**". Enter your LPS email address and any other information it may ask, then click the **Next** button.



# Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

4. Click on the option labelled "I forgot my password", then click the **Next** button.



# Get back into your account

## Why are you having trouble signing in?

☒ I forgot my password

No worries, we'll help you to reset your password using the security info you registered with us.

☐ I know my password, but still can't sign in

Next

Cancel

5. Choose a method of account verification. You will need to do this 2 times for security purposes. Each method will send you a verification code which you will then enter to verify.

6. Click the **Next** button to continue.

<div>The logo for Lawrence Public Schools, featuring a stylized house icon with a family silhouette inside, followed by the text "LAWRENCE" in a large, bold, serif font and "PUBLIC SCHOOLS" in a smaller, sans-serif font below it.</div> <h2>Get back into your account</h2> <p>verification step 1 &gt; verification step 2 &gt; choose a new password</p> <hr/> <p>Please choose the first contact method we should use for verification:</p> <div><div><p><input checked="" type="radio"/> Email my alternate email</p><p><input type="radio"/> Text my mobile phone</p><p><input type="radio"/> Call my mobile phone</p></div><div><p>You will receive an email containing a verification code at your alternate email address (*****@gmail.com).</p><p>Email</p></div></div> <p>Cancel</p>	<div>The logo for Lawrence Public Schools, featuring a stylized house icon with a family silhouette inside, followed by the text "LAWRENCE" in a large, bold, serif font and "PUBLIC SCHOOLS" in a smaller, sans-serif font below it.</div> <h2>Get back into your account</h2> <p>verification step 1 &gt; verification step 2 &gt; choose a new password</p> <hr/> <p>Please choose the first contact method we should use for verification:</p> <div><div><p><input type="radio"/> Email my alternate email</p><p><input checked="" type="radio"/> Text my mobile phone</p><p><input type="radio"/> Call my mobile phone</p></div><div><p>In order to protect your account, we need you to enter your complete mobile phone number (*****41) below. You will then receive a text message with a verification code which can be used to reset your password.</p><p>9788573141</p><p>Text</p></div></div>
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7. Enter and confirm your new password, then click the **Next** button.



## Get back into your account

verification step 1 ✓ > verification step 2 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

**Finish**

Cancel

8. Once you successfully reset your password you will then be able to use it to log into your account.

Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=23>