

Resetting forgotten guardian/parent password or recovering username

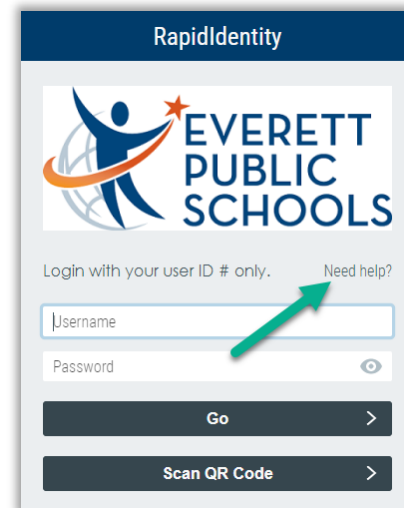
When parents/guardians have entered security question responses, they can reset their own forgotten password. These actions need to be done on a computer not a phone.

1. Link to the EPS Password Reset Tool:

<https://arms.everett.k12.wa.us>

This link can be found on Technology main page and on Grades & More page under QUICKLINKS

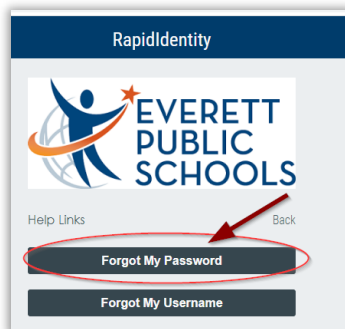
2. From Rapid Identity screen – select **Need Help?** button.



The image shows the RapidIdentity login interface. At the top is the Everett Public Schools logo. Below it, the text 'Login with your user ID # only.' is followed by a 'Need help?' link, which is highlighted with a green arrow. There are input fields for 'Username' and 'Password'. At the bottom, there are two buttons: 'Go' and 'Scan QR Code'.

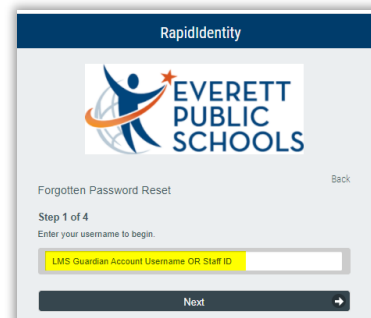
If you have forgotten your password

- A. Select “Forgot My Password”



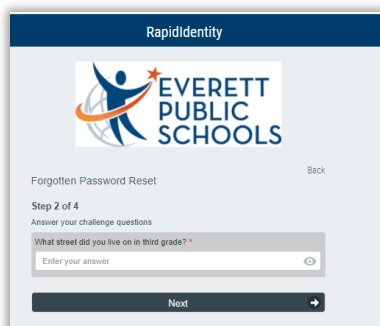
The image shows the 'Forgot My Password' screen in the RapidIdentity system. It features the Everett Public Schools logo and a 'Forgot My Password' button, which is circled in red with a red arrow pointing to it. There is also a 'Forgot My Username' button below it.

- B. Enter your username. Username is traditionally your first initial, period, last name such as J.Doe for John Doe.



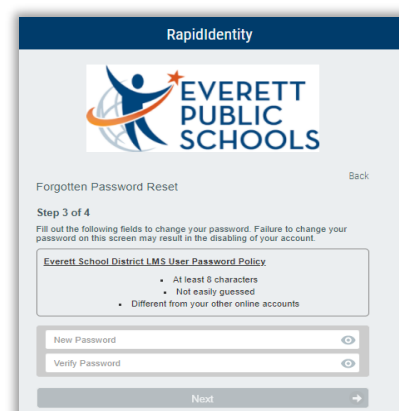
The image shows the 'Step 1 of 4' screen for the 'Forgotten Password Reset' process. It prompts the user to 'Enter your username to begin.' and includes a text input field labeled 'LMS Guardian Account Username OR Staff ID'. A 'Next' button is at the bottom.

- C. Respond to the security question from previously entered responses.



The image shows the 'Step 2 of 4' screen for the 'Forgotten Password Reset' process. It prompts the user to 'Answer your challenge questions' and includes a text input field for the question 'What street did you live on in third grade?'. A 'Next' button is at the bottom.

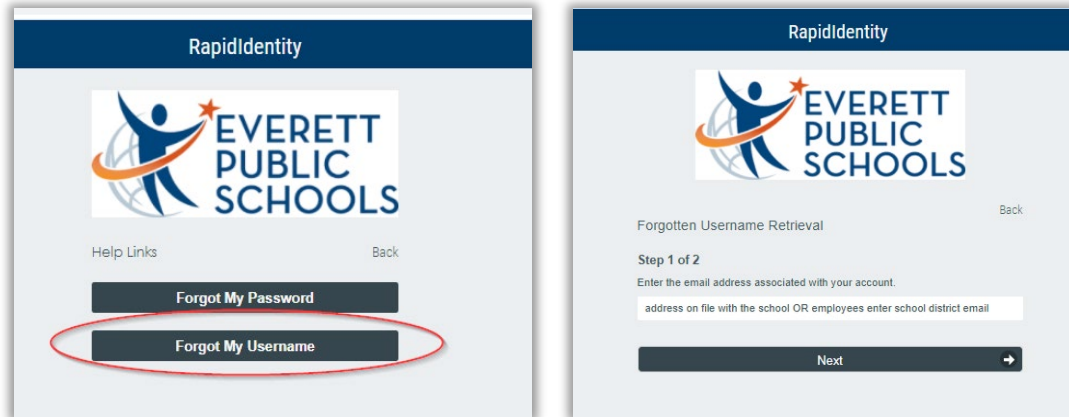
- D. The response will unlock the reset password screen.



The image shows the 'Step 3 of 4' screen for the 'Forgotten Password Reset' process. It prompts the user to 'Fill out the following fields to change your password.' and includes a section for the 'Everett School District LMS User Password Policy' with bullet points: 'At least 8 characters', 'Not easily guessed', and 'Different from your other online accounts'. There are input fields for 'New Password' and 'Verify Password', and a 'Next' button at the bottom.

If you have forgotten your username

You will be prompted to enter your email on file with the school.



The image shows two screenshots of the RapidIdentity login interface for Everett Public Schools. The left screenshot shows the main login page with the school logo and two buttons: "Forgot My Password" and "Forgot My Username". The "Forgot My Username" button is circled in red. The right screenshot shows the "Forgotten Username Retrieval" page, which is "Step 1 of 2". It prompts the user to "Enter the email address associated with your account." and provides a text input field with the placeholder "address on file with the school OR employees enter school district email". A "Next" button with a right arrow is at the bottom.

NOTE: If guardians use the same email for different accounts, the Forgot My Username cannot work. An Error message will appear saying “No unique records found”.

If these steps do not work, please open a [Tech Support Ticket](#). We will respond with your login/password by email during office hours. Our system will only send information to the email on file with the school.