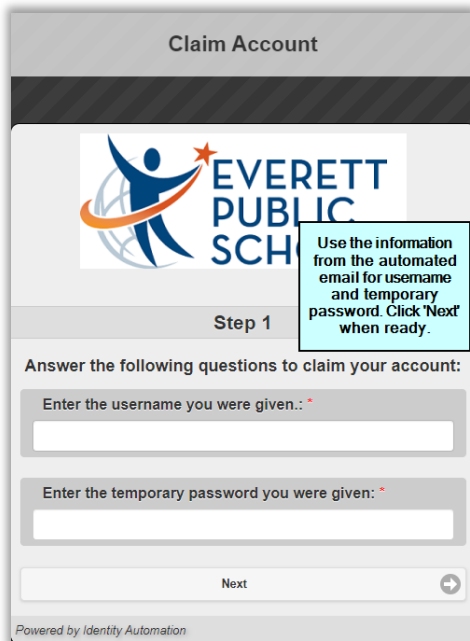


## Resetting your Temporary Parent Password

Upon receiving your new login and temporary password in an automated email from LMS you will need to login and change your password in our online security system, RapidIdentity. It is recommended that you complete the reset process on a computer or laptop as most cell phones will receive an authentication error when accessing RapidIdentity.

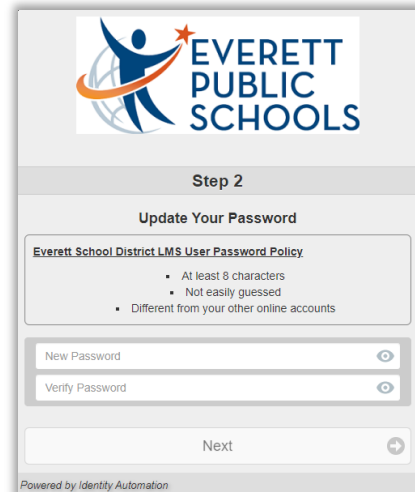
**Step 1:** Upon logging in at <https://arms.everett.k12.wa.us/portal/claim> enter your username and temporary password and click GO. Username and temporary password are space and case sensitive.

(If you copy/paste be sure there are NO EXTRA spaces before or after.)



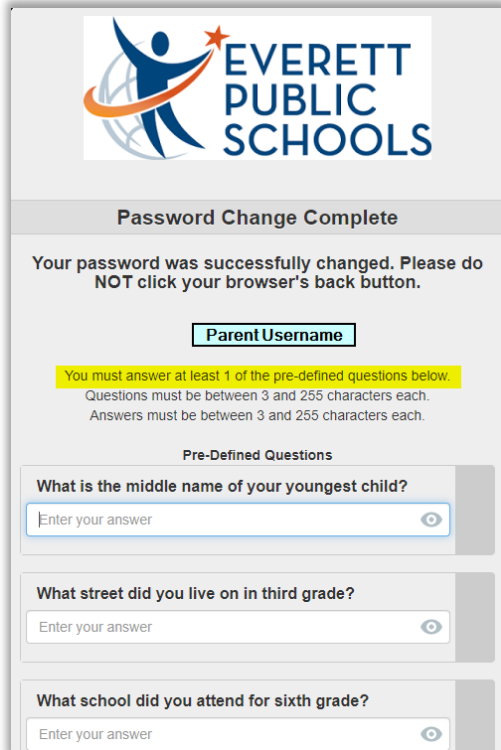
The screenshot shows the 'Claim Account' Step 1 form. At the top is the Everett Public Schools logo. Below it, a text box says: 'Use the information from the automated email for username and temporary password. Click 'Next' when ready.' The form asks to 'Answer the following questions to claim your account:' and has two input fields: 'Enter the username you were given: \*' and 'Enter the temporary password you were given: \*'. Below these is a 'Next' button with a right arrow. At the bottom, it says 'Powered by Identity Automation'.

**Step 2:** On the next screen, create your new parent password. Passwords need to be at least 8 characters. It is recommended that you create a password different than your other online accounts and not easily guessed for security reasons.



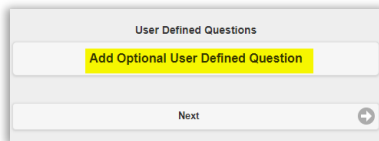
The screenshot shows the 'Update Your Password' Step 2 form. At the top is the Everett Public Schools logo. Below it, the title 'Step 2' is followed by 'Update Your Password'. A section titled 'Everett School District LMS User Password Policy' lists requirements: 'At least 8 characters', 'Not easily guessed', and 'Different from your other online accounts'. Below this are two input fields: 'New Password' and 'Verify Password', each with an eye icon for toggling visibility. At the bottom is a 'Next' button with a right arrow. At the very bottom, it says 'Powered by Identity Automation'.

**Step 3:** The next screen will show that the password change was completed, but you will be prompted to complete your Challenge Questions.



The screenshot shows the 'Password Change Complete' screen. At the top is the Everett Public Schools logo. Below the logo, the text reads: 'Password Change Complete', 'Your password was successfully changed. Please do NOT click your browser's back button.', and 'Parent Username'. A yellow highlighted box contains the instruction: 'You must answer at least 1 of the pre-defined questions below. Questions must be between 3 and 255 characters each. Answers must be between 3 and 255 characters each.' Below this, under the heading 'Pre-Defined Questions', there are three questions, each with a text input field and a 'Show/Hide' icon: 'What is the middle name of your youngest child?', 'What street did you live on in third grade?', and 'What school did you attend for sixth grade?'.

Complete your challenge questions using the pre-defined security questions or scroll to the bottom to add User Defined Questions-you must complete at least one question.

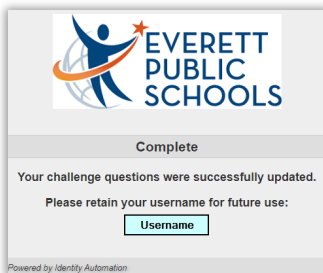


The screenshot shows the 'User Defined Questions' section. It features a yellow highlighted button that says 'Add Optional User Defined Question'. Below this is a 'Next' button with a right-pointing arrow.

***Having your challenge responses completed allows you to use the “Forgot Username” or “Forgot Username” on Home Access Center or Gradebook login page.***

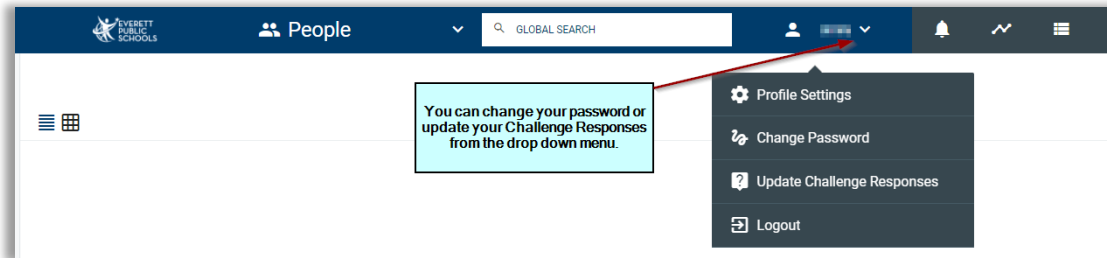
When done, click 'Next' at the bottom.

You will receive a final confirmation when the entire reset is complete.



The screenshot shows the 'Complete' screen. At the top is the Everett Public Schools logo. Below the logo, the text reads: 'Complete', 'Your challenge questions were successfully updated.', and 'Please retain your username for future use:'. Below this is a 'Username' button. At the very bottom, in small text, it says 'Powered by Identity Automation'.

You can change your password or update your challenge (security) answers at any time. These options are located in the drop-down menu to the right of your name in the upper right of the screen.



After successfully changing your temporary password and updating your challenge/security questions, you can log out of RapidIdentity. You are ready to log into one of the online parent resources using your parent username and new password.

**Step 5:** Go to [www.everettsd.org](http://www.everettsd.org), click on [A+ Grades](#) icon then click on [Grades & More icon](#) to access more information regarding the systems you will have access to as a parent/guardian.

