

## Resetting forgotten password or recovering username

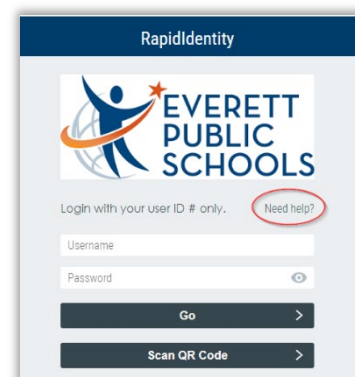
When parents or staff have entered security question responses, they can reset their own forgotten password or recover their username. These actions need to be done on a computer not a phone. Families can make arrangements with school staff to complete at school or use their students' computer once the student has logged in.

1. Link to the EPS Password Reset Tool:

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

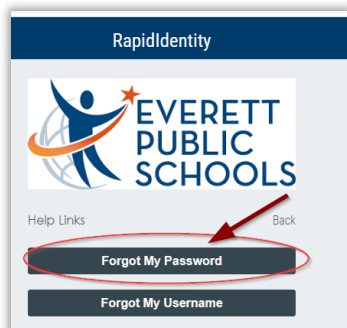
This link can be found on Technology main page and on Grades & More page under QUICKLINKS

2. From Rapid Identity screen – select Need Help?



## If you have forgotten your password

- A. Select Forgot My Password



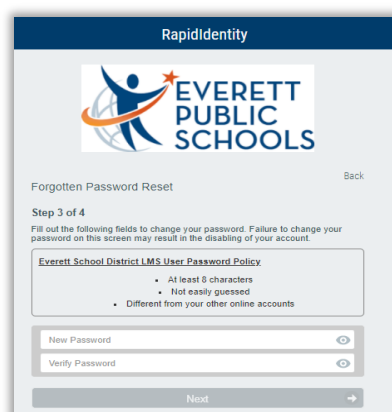
- B. Enter your username



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



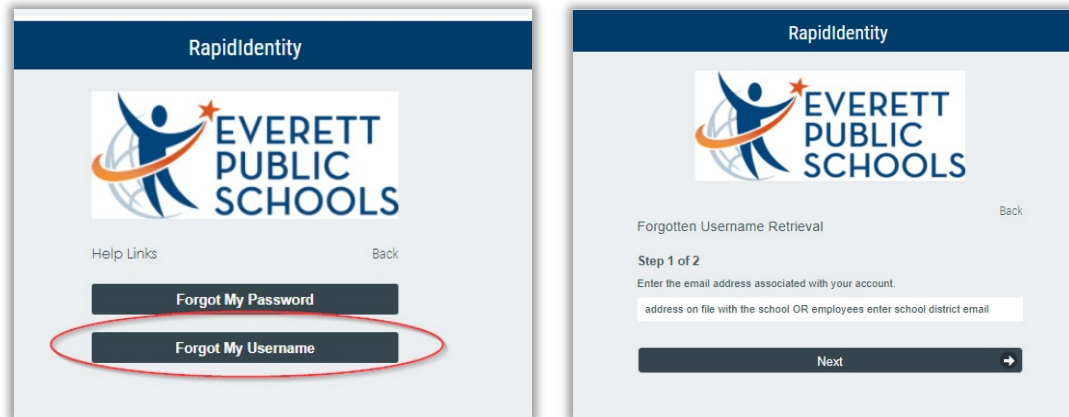
- D. The response will unlock the reset password screen.



[\(Staff directions for setting up responses\)](#)

## If you have forgotten your username

You will be prompted to enter the account on file with the school (or for staff your district email address).



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 'Forgot 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 guardians receive this message, please email [LMS@everettsd.org](mailto:LMS@everettsd.org) from the email address on file and the guardian name, student, and school information for username.