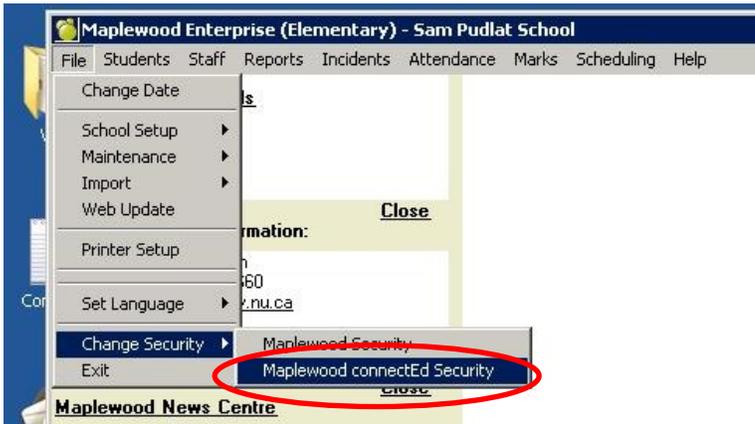


## HOW TO CHANGE TEACHER PASSWORDS IN CONNECTED

This happens all very often: a teacher comes back from holidays and forgets their password into the system. Each school principal has the capacity to reset teacher passwords in Maplewood. This document provides instructions on how to reset passwords for teachers with connectEd accounts.

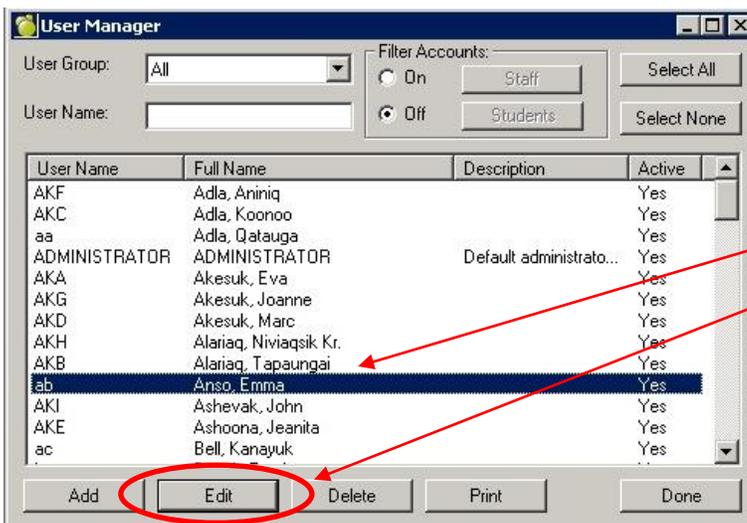
1. Go to **File -> Change Security -> Maplewood connectEd Security**:



2. A grey full-screen window will appear. Choose **Users -> User Manager**:

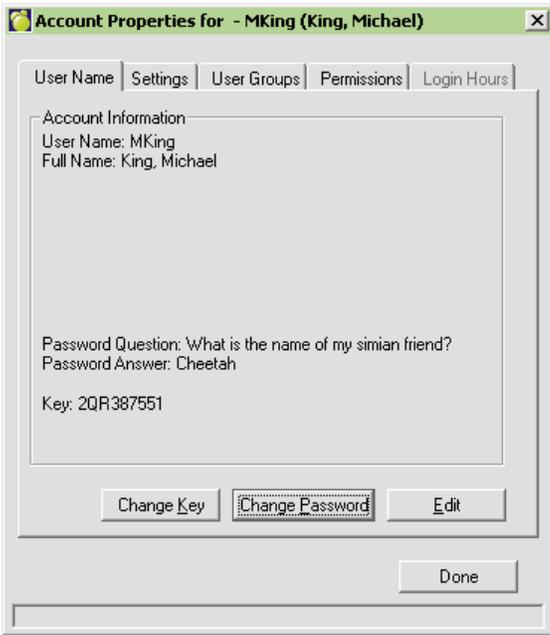


3. From the **User Manager** window, click the teacher name and then click the **Edit** button:

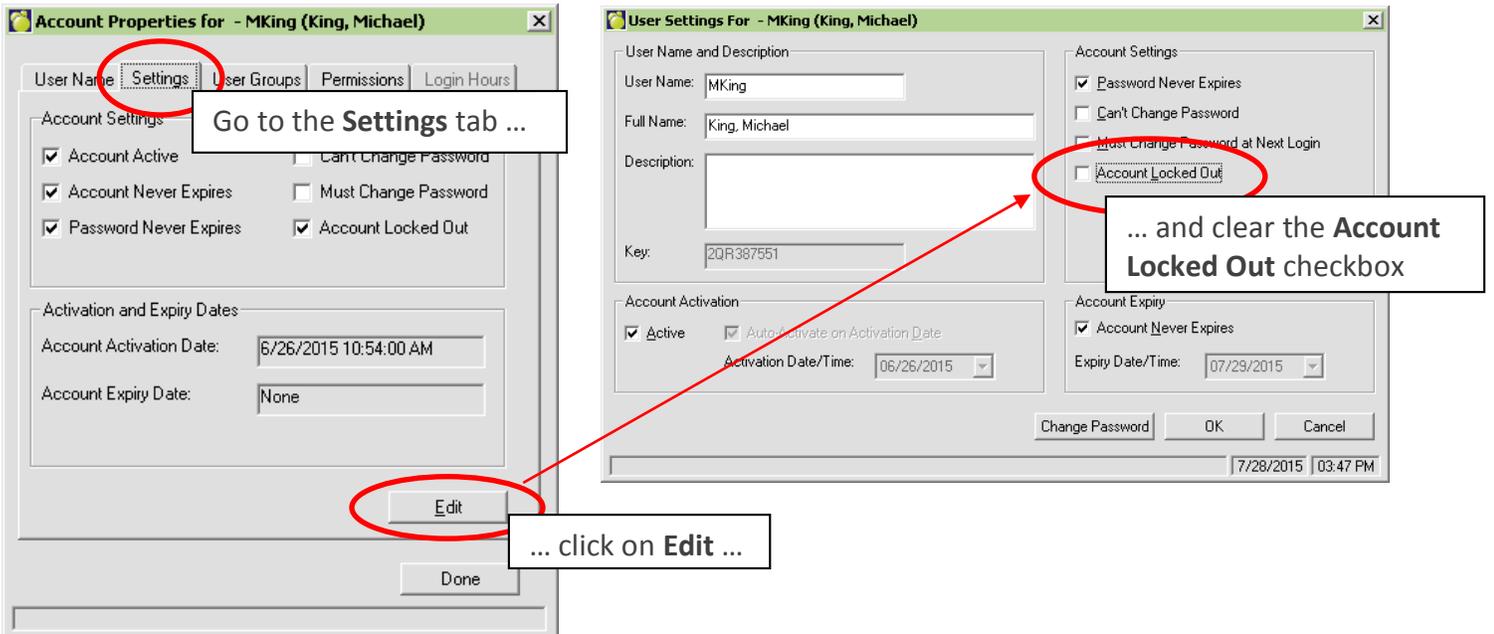


Click on the teacher whose password you want to reset and then click the **Edit** button lower down.

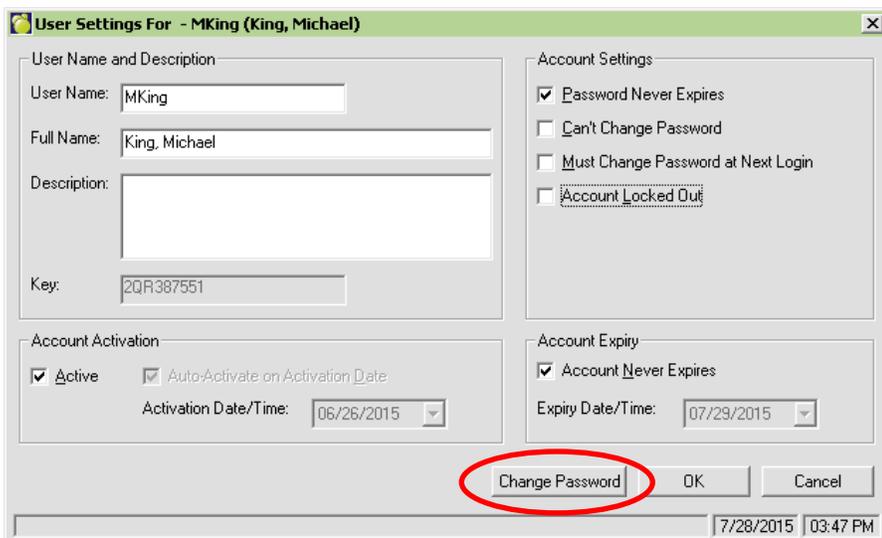
4. Next you will see the **Account Properties for – (user name)** window which looks like this:



5. Go to the **Settings** tab and click on the **Edit** button. If the **Account Locked Out** box is checked it needs to be unchecked:



6. Now let's reset the password. Click the **Change Password** button in the same window:



7. In the **Change Password** window you will be asked to enter the new password and to enter it again for confirmation. Also, enter a password hint and the answer to the hint (the hint cannot be the same as the password). **It is advisable to have the teacher present to set the password, hint question and hint answer.** Once you have entered the information, click the **OK** button.



The **Hint Question** and **Hint Answer** could be something like:  
*Hint Question: "What is my favorite food?"*  
*Hint Answer: "Nattiminiq"*

**The hint question and answer can be used by the teacher to reset their password by themselves.**

8. We are done unlocking the account and resetting the password! Click the **OK** button, click the next **Done** button and choose **File -> Exit** from the menu at the top left corner to exit connectEd security.

Have the teacher then attempt to log into their ConnectEd account. If they are unsuccessful, you may need to do this process again.