FORGOT PASSWORD
QUICK START

If you forget your RapidIdentity password to login into your account, follow these steps to access your portal.

Go to the RapidIdentity login page

01

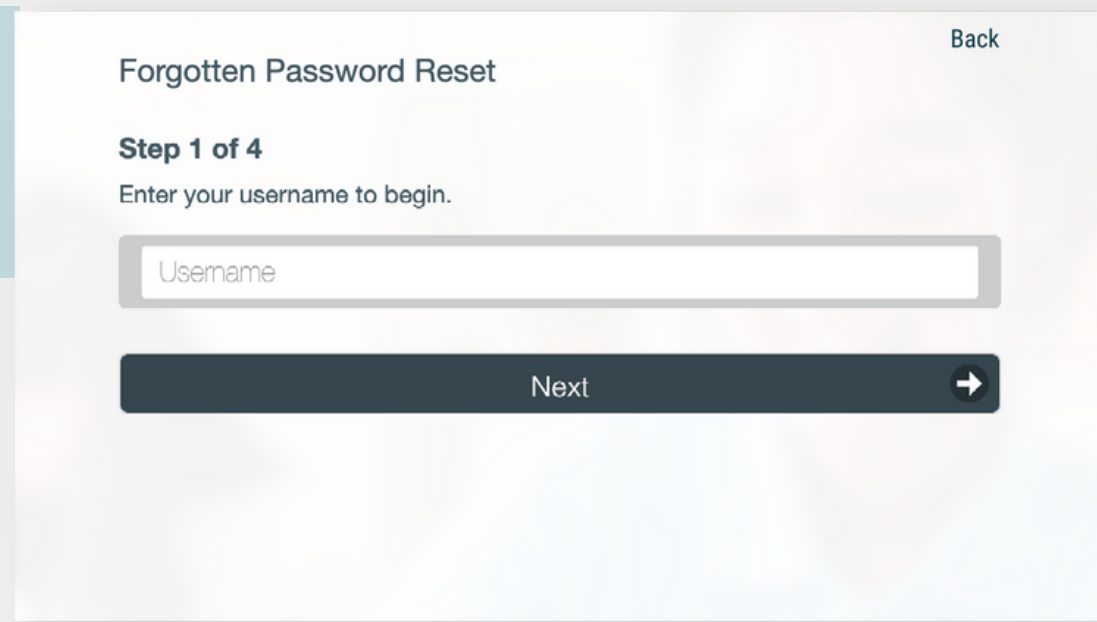Select "Need help?" on the top right corner of your login page.

Select "Forgot My Password"

02

If both username and password are available to request, you will see both options on this page.
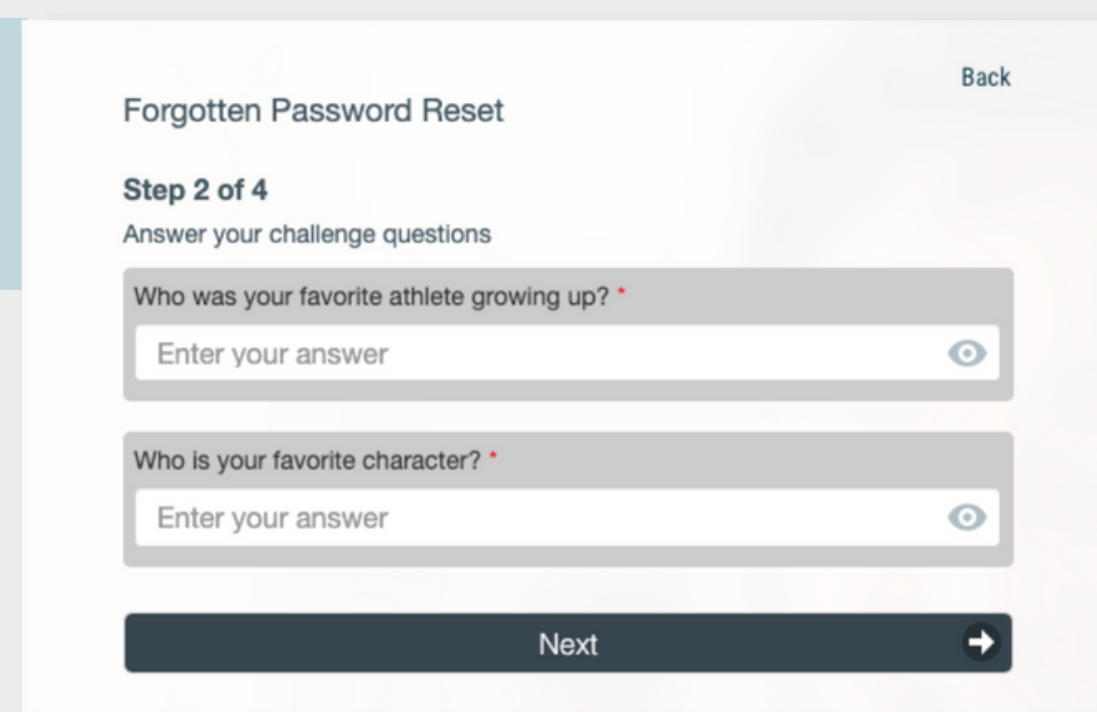
STAFF

Confirm your username

03

Forgotten Password Reset

Step 1 of 4

Enter your username to begin.

Username

Next

Back

Enter the username linked to your RapidIdentity account.

Answer challenge questions

04

Forgotten Password Reset

Step 2 of 4

Answer your challenge questions

Who was your favorite athlete growing up? *

Enter your answer
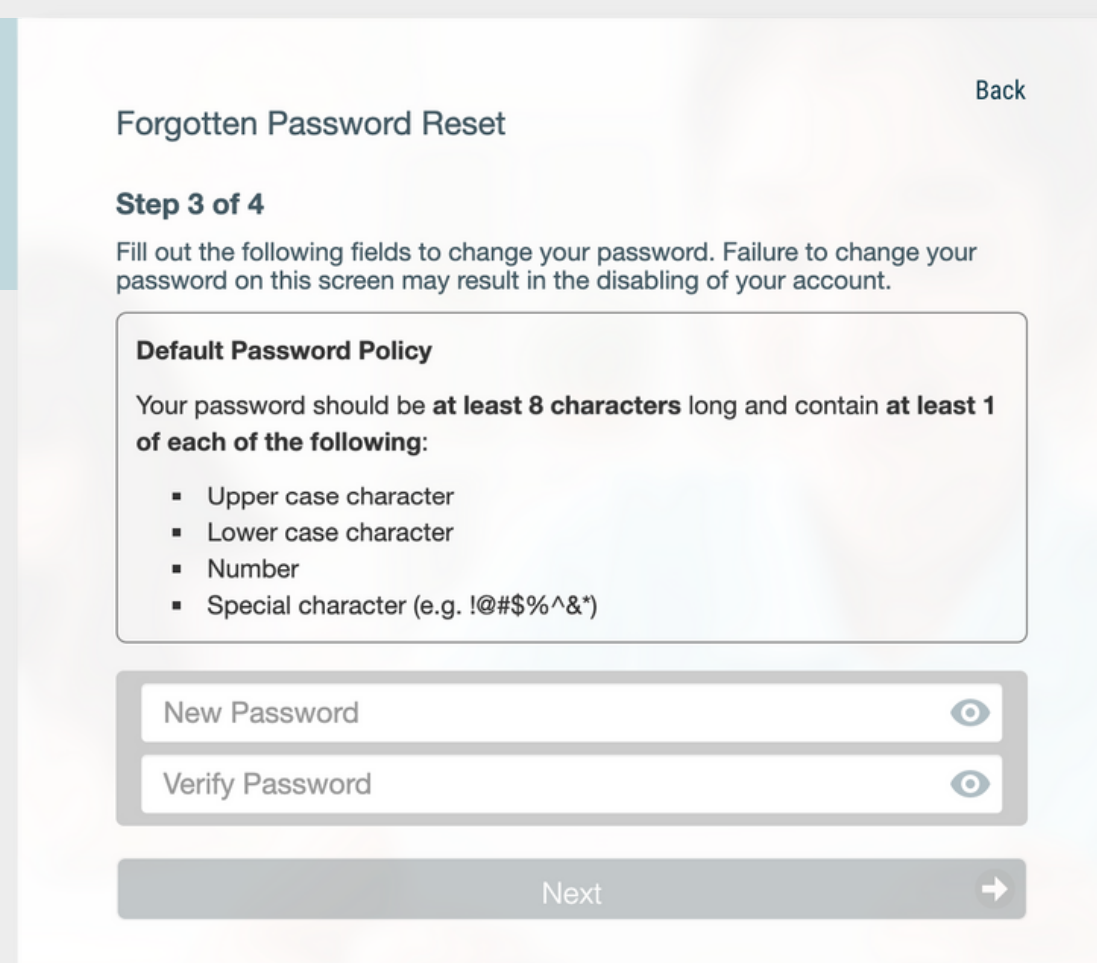
Who is your favorite character? *

Enter your answer

Next

Back

Answer the challenge questions originally set when claiming the account.

Update your new password

05

Forgotten Password Reset

Step 3 of 4

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

Default Password Policy

Your password should be **at least 8 characters** long and contain **at least 1 of each of the following:**

- Upper case character
- Lower case character
- Number
- Special character (e.g. !@#$%^&*)
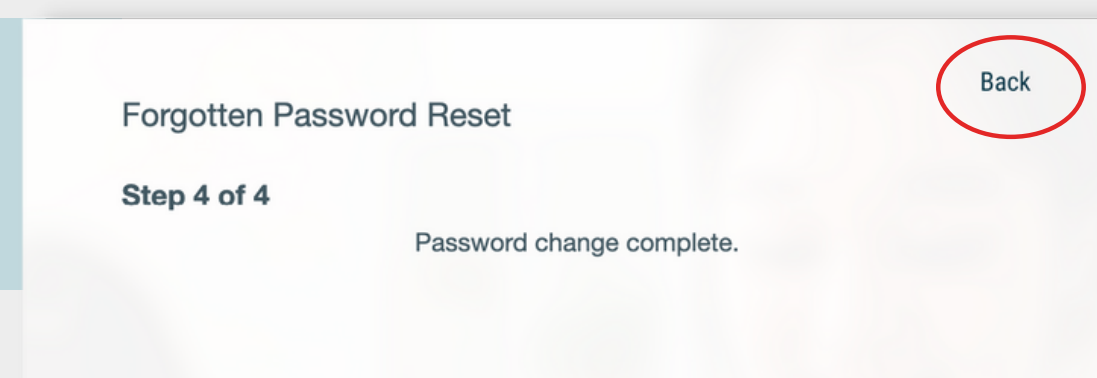
New Password

Verify Password

Next

Back

The password requirements are listed above the password field and can include character count and case, numbers, or special characters.

You're done!

06

Forgotten Password Reset

Step 4 of 4

Password change complete.

Back

A window will confirm your new password was accepted. Select "Back" or return to the login page provided by the district.