Visit the Katy ISD Password Self-Service tool

Type the following web address into any web browser:
passwordreset.katyisd.org

Forgot Username/Password

Click on **Forgot Username/Password** to be taken to an options menu.

Forgot Password? Choose how you would like to reset your password:
- **Password Reset - Text/Email** – you will receive a verification code ([read more](#))
- **Password Reset - Security Questions** – you will answer your previously established security questions ([read more](#))

Guardian - Forgot Username - you will be asked to provide your home email address or cellular number to retrieve your username. ([read more](#))
**Password Self-Service**

<table>
<thead>
<tr>
<th><strong>Password Reset - Text/Email</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Click on Password Reset – Text/Email</strong></td>
</tr>
<tr>
<td><strong>Enter your username</strong> (this is the same as your Home Access Center [HAC] username), then click <strong>Submit</strong>.</td>
</tr>
<tr>
<td><strong>Choose how you would like to receive a verification code</strong> (<strong>Text or Email</strong>).</td>
</tr>
<tr>
<td>**Once your verification code has been received, click on <strong>Go To Verification Code</strong>.</td>
</tr>
</tbody>
</table>

**Step 1**

Please enter your username to receive a verification code to create or reset your password.

Submit

Start Over

**Step 2**

Choose Method to Receive Verification Code

- **Mobile**
  
  
  (***) ***-8743

- **Email Address**
  
  SB***@**********.com

Submit

**Results**

Verification code sent via text message.

Go To Verification Code
Type in the Verification Code you received along with your username, then click Next.

Create a new password. This will be the password you use for all Katy ISD applications.

Your password must meet these requirements:

- Must not contain spaces
- Cannot reuse prior passwords
- Must be 8 to 16 characters long
- Contain at least 3 of the following: uppercase letters, lowercase letters, numbers, and symbols

You will receive the following message when your password has been successfully updated.
Click on **Password Reset – Security Questions**

Enter your **username** (this is the same as your Home Access Center [HAC] username), then click **Next**.

Answer the security questions, then click **Next**.

**You would have created these questions the first time you accessed the Password Self-Service tool**

Create a new password. This will be the password you use for all Katy ISD applications.

Your password must meet these requirements:

- Must not contain spaces
- Cannot reuse prior passwords
- Must be 8 to 16 characters long
- Contain at least 3 of the following: uppercase letters, lowercase letters, numbers, and symbols

You will receive the following message when your password has been successfully updated.
**Guardian - Forgot Username**

Click on **Guardian – Forgot Username**

Enter the personal email address or cell phone number that you have on file with Katy ISD, then click **Next**.

Choose how you would like to receive your Username (**Text** or **Email**).

Check your phone or email messages once you receive this notice.