Password Self-Service

Staff: Forgot Password

Visit the Katy ISD Password Self-Service tool

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

Forgot Password

If you forgot your 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 – N/A for Staff accounts

NOTE: your Katy ISD ID (aka. Username) will be printed at the bottom of the ID Badge that you wear to work each day.
**Password Self-Service**

Enter your **username** (Your Katy ISD ID is your username, it is located at the bottom of your ID Badge), then click **Submit**.

Choose how you would like to receive a verification code (Text or Email).

Once your verification code has been received, click on **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 most Katy ISD applications as well as District computers.

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** (Your Katy ISD ID is your username, it is located at the bottom of your ID Badge), 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**

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