**Password Self-Service**

**Student (Grades 6-12): Forgot Password**

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**Visit the Katy ISD Password Self-Service tool**

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

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**Forgot Username/Password**

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

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**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 Student accounts

**NOTE:** your Katy ISD ID (aka. Username) will be printed at the bottom of the ID Badge that you wear to school each day.
Enter your **username** (Your Katy ISD ID is your username, it is printed at the bottom of the ID Badge that you wear to school each day), 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 School 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.
**Password Self-Service**

Click on **Password Reset – Security Questions**

Enter your **username** (Your Katy ISD ID is your username, it is printed at the bottom of the ID Badge that you wear to school each day), 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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