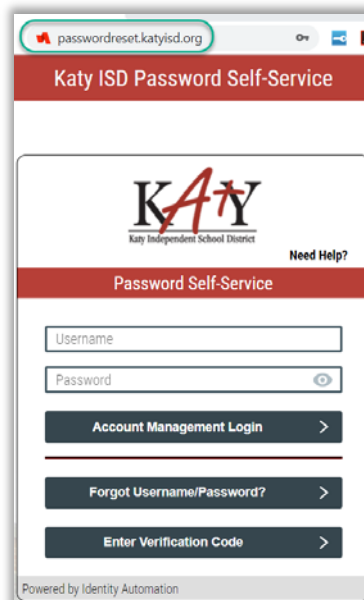


Guardian: Forgot Username/Password

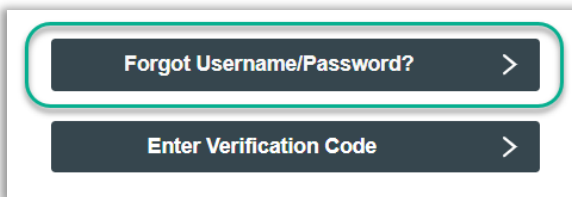
Visit the Katy ISD Password Self-Service tool

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



Forgot Username/Password

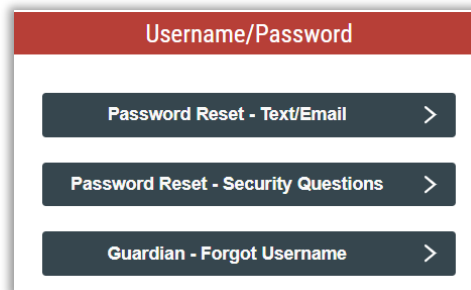
Click on **Forgot Username/Password** to be taken to an options menu.



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 Reset - Text/Email

Click on **Password Reset – Text/Email**

Username/Password

- [Password Reset - Text/Email >](#)
- [Password Reset - Security Questions >](#)
- [Guardian - Forgot Username >](#)

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

Step 1

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

Submit

Start Over

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

Step 2

Choose Method to Receive Verification Code

Mobile
(**) ***-8743

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

Submit

Once your verification code has been received, click on **Go To Verification Code**.

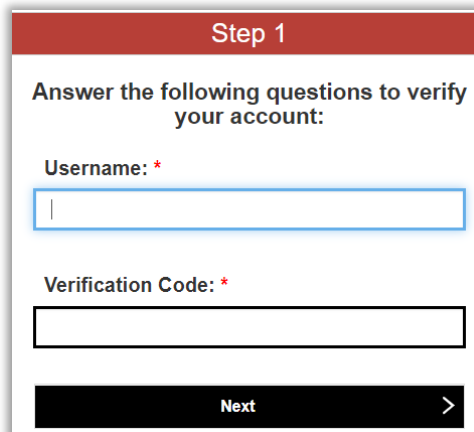
Results

Verification code sent via text message.

[Go To Verification Code](#)

Password Self-Service

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



Step 1

Answer the following questions to verify your account:

Username: *

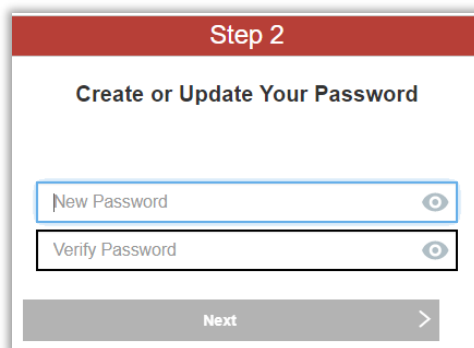
Verification Code: *

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

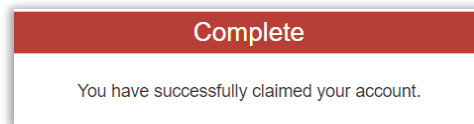


Step 2

Create or Update Your Password

Next >

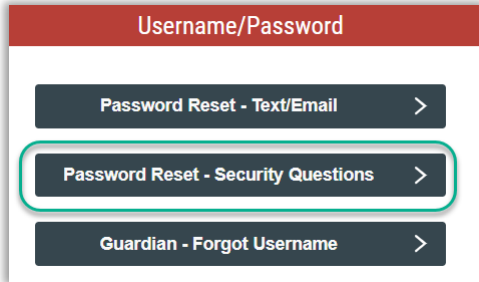
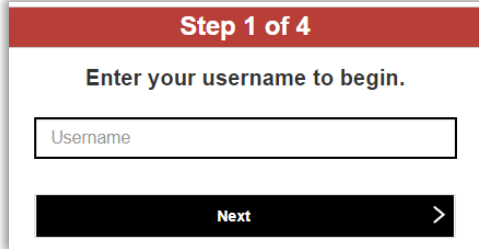

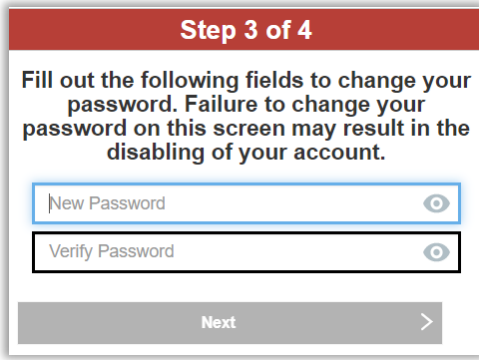
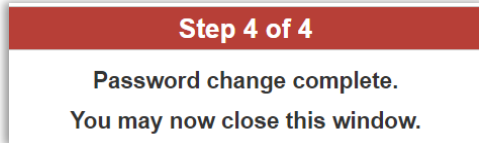
You will receive the following message when your password has been successfully updated.



Complete

You have successfully claimed your account.

Password Self-Service

Password Reset – Security Questions	
<p>Click on Password Reset – Security Questions</p>	
<p>Enter your username (this is the same as your Home Access Center [HAC] username), then click Next.</p>	
<p>Answer the security questions, then click Next.</p> <p>**You would have created these questions the first time you accessed the Password Self-Service tool**</p>	
<p>Create a new password. This will be the password you use for all Katy ISD applications.</p> <p>Your password must meet these requirements:</p> <ul style="list-style-type: none"> • 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 	
<p>You will receive the following message when your password has been successfully updated.</p>	

Guardian - Forgot Username

Click on **Guardian – Forgot Username**

Username/Password

- Password Reset - Text/Email >
- Password Reset - Security Questions >
- Guardian - Forgot Username >**

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

Step 1

Enter either your home email address or cellular number (10 Digits, Ex: 7775554444) then click Submit:

Submit

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

Step 2

Choose Your Preferred Reset Method

- Mobile
8**-***-***9
- Email Address
p*****a@y***o.com

Submit

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

Results

A custom message will be sent to your mobile number on record for your account. That mobile number is listed as: 8**-***-***9

Return to Account Management