How to Reset Your Password Yourself

You can easily reset your password from a web browser on any device by using our **Single Sign-On (SSO) portal**:

newburyport-k12.okta.com

After clicking the link above, you will be brought to our SSO login page.

Underneath the blue **Sign In** button, you will see **Need help signing in?** Click on it.

re-OktaPasswordReset1_cr2.jpg

A menu will appear with several options. Click on **Forgot password?**

re-OktaPasswordReset2_cr2.jpg

Next, enter your **username** (not your email address) and click the blue **Reset via Email** button.

re-OktaPasswordReset3_cr2.jpg

Note: This will send a message to your **secondary email address**. If you have not added a secondary email in our SSO portal, you will not be able to reset your password yourself. Clicking on **Can't access email** will display a message instructing you to contact the Tech Office. Calling us is not the best option. We strongly recommend submitting a ticket through our helpdesk if you don't have a secondary email and need your password reset:

support.newburyport.k12.ma.us

If you can't access your account, you can also submit a ticket by emailing:
support@newburyport.k12.ma.us

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If you do have a secondary email set, after clicking the **Reset via Email** button, you will see the message **Email sent!**

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Go to your **secondary email account**, and you will see a message titled "**Newburyport Public Schools - Account Password Reset**". In the email, click on the green **Reset Password** button.

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It will open a link in your web browser and ask you to answer your **security question** to continue.

> For some younger students, the security question is preset to <u>Name of this city</u>? with the answer: `Newburyport`

After you enter your answer, click on the **Reset Password** button.

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Now you will be asked to enter a **new password**. Enter it in both boxes and then click **Reset Password**.

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If your new password matched, you will be brought to the SSO portal.

> **There's one final step to complete your password reset: sign out and then sign in with your new password.**

Click on your **name** in the navigation bar of the SSO portal and click **Sign out**.

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Log in with your **username** (not your email address) and the **new password** you just chose.

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Once you have logged in successfully and see the SSO portal again, you are finished.

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> **Your new password will now be updated for Google, any Chromebook, and all district computers and devices.**

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