1. When logging into portal.hcps.org from a computer *not* connected to the HCPS network, you can reset your password by using the **Reset Password Utility**.

    Before you can use the Reset Password Utility, you must have registered your account. If you have not done so, you will not be able to reset your password until you return to HCPS.
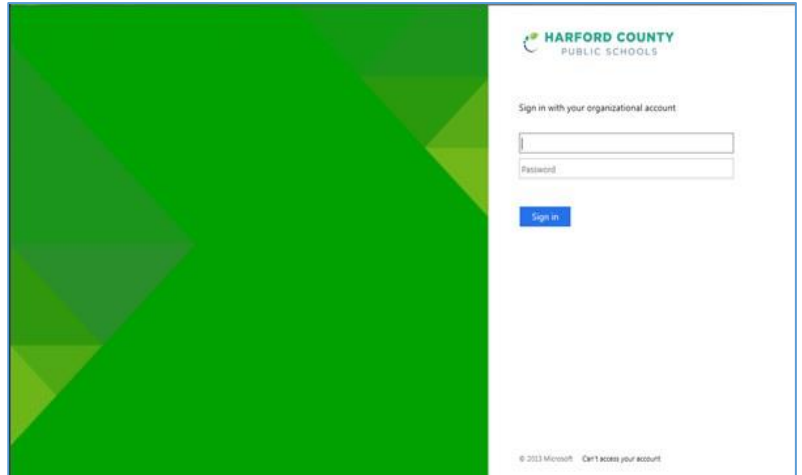
2. Click the Can't access your account link, found at the bottom of the screen on the login window.
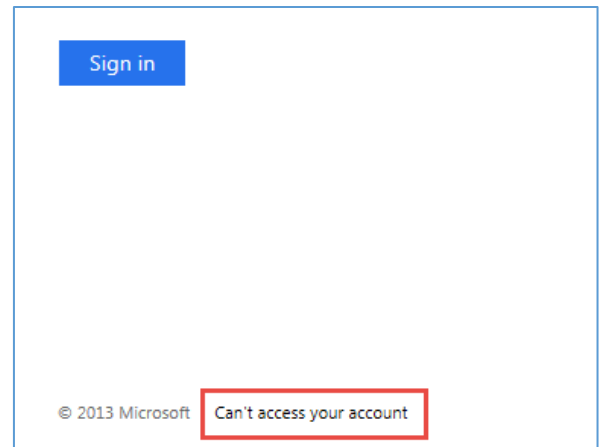
3. ***Employees***:

    Enter your username@hcps.org in the UserID: text field and type the distorted characters into the second text field. Click **Next**.

    Students:

    Enter your **firstnamelastname@student.hcps.org** in the UserID: text field and type the distorted characters on your screen into the second text field. Click **Next**.
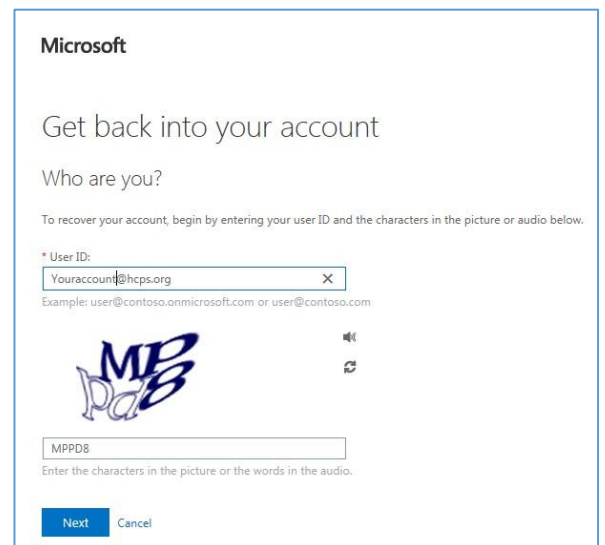
4. Enter the verification data requested with the information that you used when registering for the Password Authentication process. Click the blue button to continue. (**Text** in this example)

5. Enter the verification code sent to you into the text field *or* answer the security questions with the answers you submitted when registering. Click the **Next** button.

   If the information you provide is not correct, you can click the **Try Again** button and enter the information again.

   If you are unsuccessful, click the **Contact your administrator** for instructions on who to contact next.

6. **Enter new password** and repeat it in the **Confirm new password** field. Click **Finish** and your password has been reset.

   Note: Passwords must consist of a minimum of 8 characters and contain each of the following: upper case letters, lower case letters, and numbers. Some special characters may work but we recommend not including special characters.