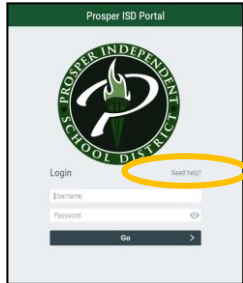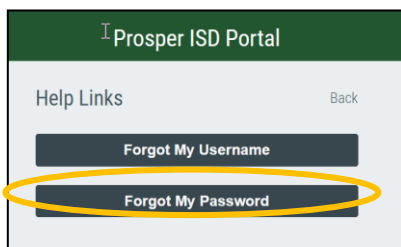# Reset a Forgotten Password

(This is when you **do not** know your current password and want to change it.)
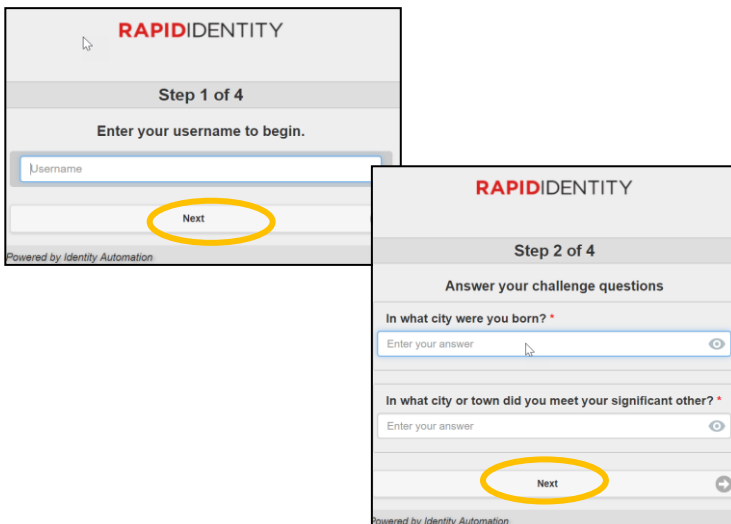
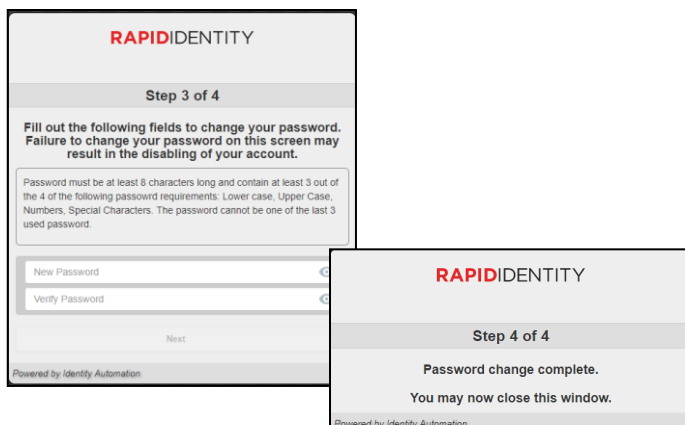|	
	Please note this feature will only work if you have set up your Challenge Questions. 1. Go to the PISD portal at http://portal.prosper-isd.net 2. Click **Need Help?**
	3. Click **Forgot My Password.**
	4. Enter your Username and click on **NEXT**. 5. Answer your Challenge questions**.**
	6. Enter your **new** password. 7. Once the password has changed, you may close the browser window.

Call the Helpdesk if you need any further assistance at 14101 or https://prosper.sherpadesk.com/home/.