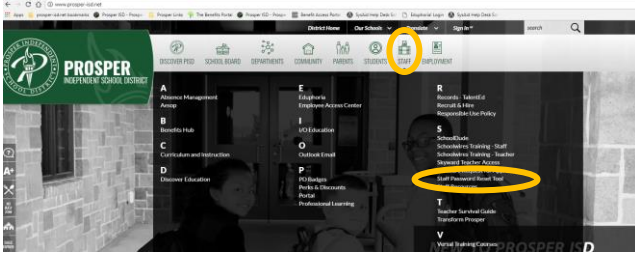




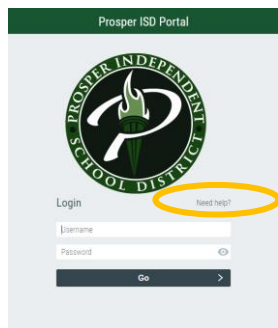
# Reset a Forgotten Password

(This is when you **do not** know your current password and want to change it.)

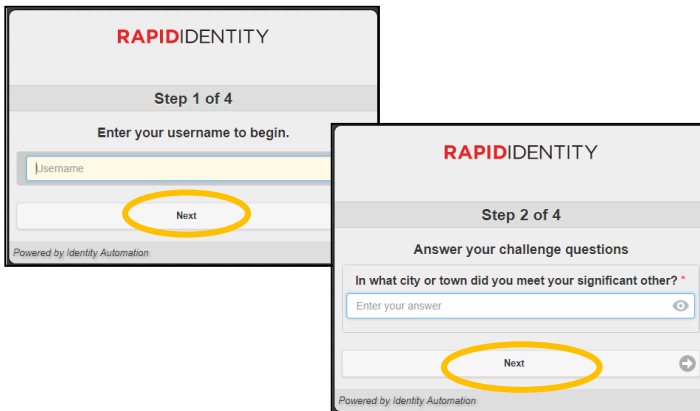


**Please note this feature will only work if you have set up Challenge Questions with the Staff Password Reset Tool.**

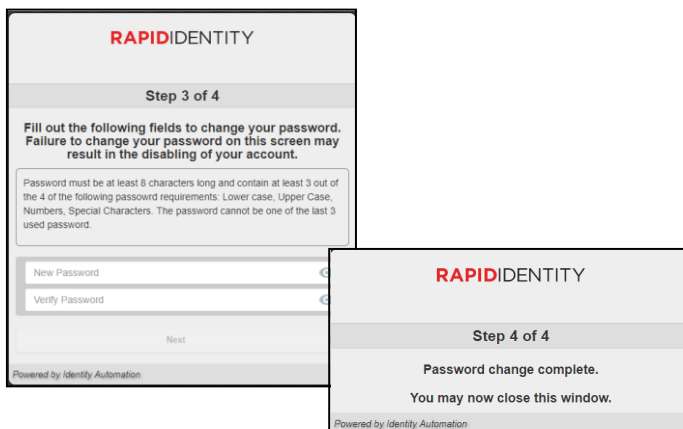
1. Go to the **Staff** menu on the Prosper ISD website.
2. Click on the **Staff Password Reset Tool**.



3. Click **Need Help?**



4. Enter your Username and click on NEXT..
5. Answer your Challenge question. **(Note: If you get the first question wrong, it will eventually give you the second question.)**



6. Enter your **new** password.
7. Once the password has changed, you may close the browser window.

**Please contact the Helpdesk at 14101 if you have any questions.**