

When a student who has previously enrolled in the Self Service Reset Password Module (SSRPM) forgets their password there are three ways for them to reset it themselves.

The first way applies to students who are trying to reset their password from a Windows computer. On the login screen underneath where the student would enter their password is a “Forgot my password” link. If they click on it a screen will come up that will walk them through the process of resetting their password.

The second applies to students trying to reset their password from a Chromebooks. On the taskbar of the login screen, on the bottom left hand side, is a menu titled Apps. Located in this menu is an option labeled “JSD Password Management.” If the user clicks on this link it will launch a screen that will walk them through the process of resetting their password.

The third applies to students trying to reset their password from other computers or devices, including a Windows computer, that may not have the “Forgot my password” link or Chromebooks that don’t have the “JSD Password Management” app. This method requires that the student have access to a browser on another device such as another student’s computer in the class or the teacher’s computer. The student would navigate to <https://account.jordan.k12.ut.us>. Once there, there is a “Forgot my password” link that will walk them through the process of resetting their password.

It is important to understand that all three of these option will only work if a student has previously enrolled in SSRPM. If a student has forgotten their password but did not enroll in SSRPM, they will not be able to reset their password themselves. In this scenario you would need to have the student’s password reset by the school tech or one of the two staff members at the school who have been given permissions to reset student passwords.