Forgotten Active Directory Password
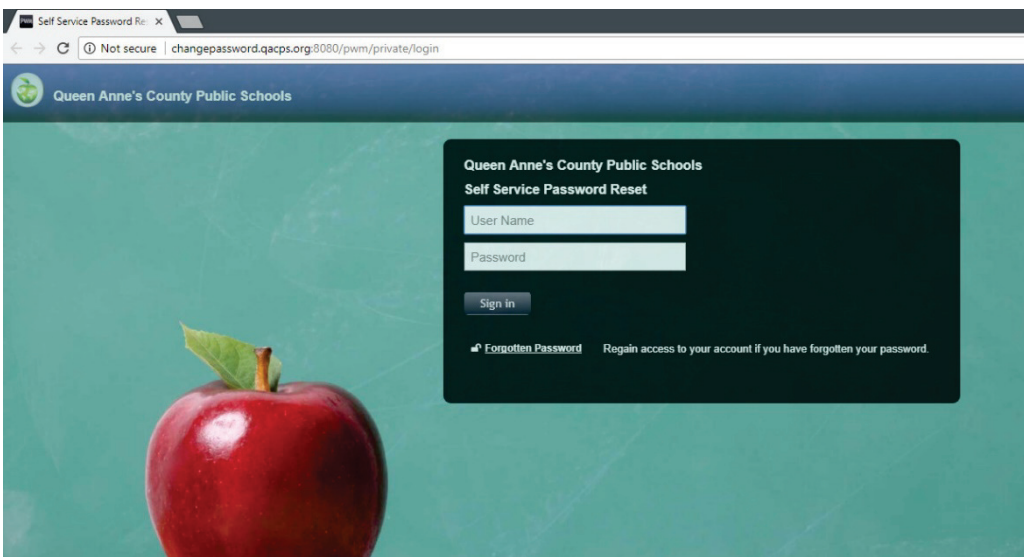
If you have forgotten your Active Directory computer password, use these steps to change your password.
   NOTE: YOU CAN ONLY DO THESE STEPS IF YOU HAVE PREVIOUSLY DONE THE STEPS OF SETTING UP YOUR SECURITY QUESTIONS AND ANSWERS ON THE SELF SERVICE WEBSITE.
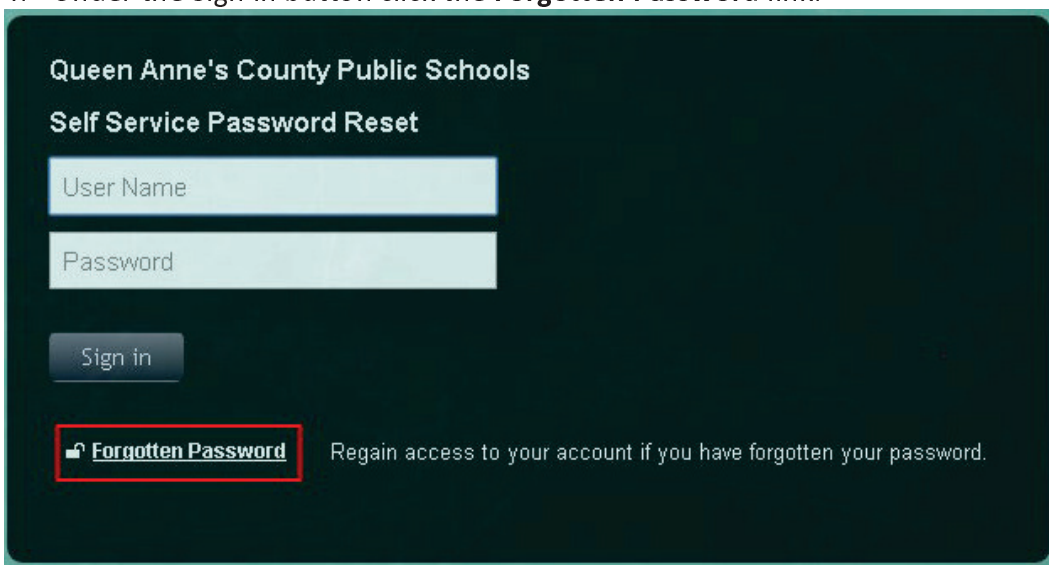
1. Go to any QACPS computer that you can access a web browser.
2. In the browser's URL bar type **http://changepassword.qacps.org:8080/pwm/**

3. This will open the **Queen Anne's County Public Schools Self Service Password Reset** website.
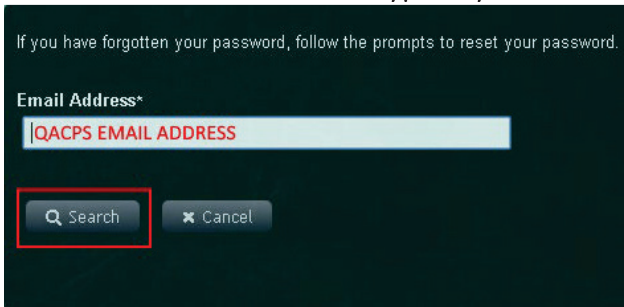

4. Under the Sign in button click the **Forgotten Password** link.

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5. In the email address box type in your QACPS Email address, then press **Search**.

If you have forgotten your password, follow the prompts to reset your password.

Email Address*

|QACPS EMAIL ADDRESS|

[🔍 Search] [✖ Cancel]

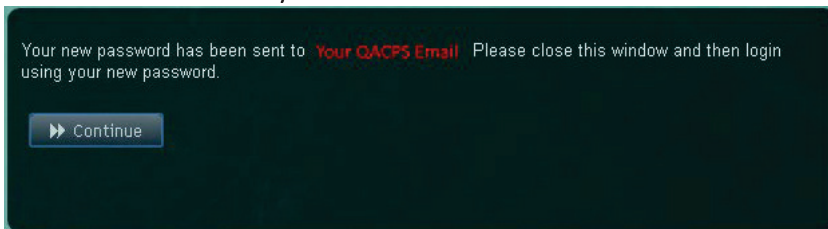6. Answer the 2 security questions with the correct answers, and press the **Check Answers** button.

Please answer the following questions. If you answer these questions correctly, you will then be able to reset your password.

What is the name of your favorite pet?

| |

What street did you grow up on?

| |

[✔ Check Answers] [✖ Cancel]

7. If you answered the questions correctly, you will get a confirmation that your new temporary password has been sent to your QACPS email address. Press the **Continue** button to exit.
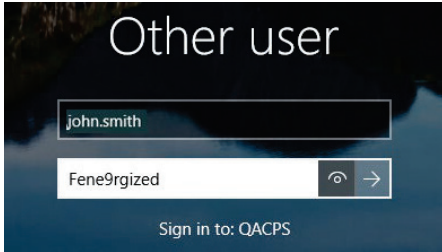
Your new password has been sent to Your QACPS Email   Please close this window and then login using your new password.
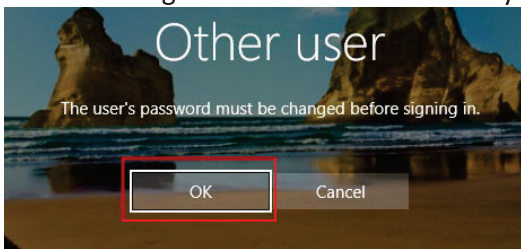
[▶▶ Continue]

8. Go to your QACPS Email address, and verify you have received the email with your new temporary password.

☐ ☆ ⟩ **Password Notifier**   **Password Information** - Thank you for requesting a password reset. Your new password is: Fene9rgized
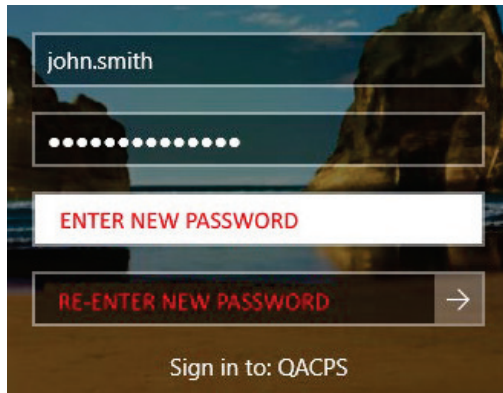
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9. Go back to your computer, and log into the system with your QACPS Email address as the username, and the new temporary password from the email as your password.

10. You will get the confirmation that you need to change your password. Press the **OK** button.

11. In the **New Password** box type your new password of your choice using the requirements below. Then type the new password a second time in the **Confirm password box** to confirm your new password.

User name	Should Auto Fill. If not, type your QACPS Email Address
Old password	Should Auto Fill. If not, type password provided in the forgot password email.
New password	Your new password. **See Password Creation Requirements below.**
Confirm password	Confirm your new password

Password Creation Requirements:	
Length of password	At least 8 characters long
Lowercase letter count	At least 1
Uppercase letter count	At least 1

12. Press **Enter** on your keyboard, or click the arrow next to **Confirm password.**