

Change a Password or Resetting a Forgotten Password

Note: User must first enroll in the CUSD Self-Service Password Reset Tool to be able to reset their password using this system. In order to enroll you must know your Username and Password.

Step 1: Go to <http://iforgot.compton.k12.ca.us> on your web browser and click on the icon for “Reset My Password”. In the page that opens enter your district username and click on the checkmark. On the following page select your preferred verification option.

The first screenshot shows the 'Reset Password' page with the instruction 'Please enter your username to reset your password.' The username field contains 'testuser' and the district dropdown is set to 'compton'. A blue button with a white checkmark is highlighted with a red arrow. Below the button is a 'Go back to login page' link.

The second screenshot shows the 'Reset Password' page with the instruction 'Please select an option to reset your password'. Two options are available: 'SMS Text' (represented by a phone icon) and 'Questions' (represented by a question mark icon). A blue button with a white checkmark is highlighted with a red arrow. Below the button is a 'Go back to reset password' link.

Step 2: Once you have selection your option, either enter the code sent to you via text message or answer the three personal questions to verify your identity. After verification is successful, please choose a new password and enter it twice.

The third screenshot shows the 'Change Password' page with the instruction 'Please check your SMS and enter the code here'. A message states: 'A text message containing a reset password code has been sent to your registered phone number, +1*****55.' The 'Code Here' field is highlighted with a red arrow. Below the field is a blue button with a white checkmark. A 'Didn't get SMS? Send code again' link is present. Below the button is a 'Go back to reset password' link.

The fourth screenshot shows the 'Change Password' page with the instruction 'Please submit your new password'. A yellow box contains the password policy: '+Must be a minimum of 8 characters +Must contain characters from each of the following: +Uppercase Letters (A through Z) +Lowercase Letters (a through z) +Numbers (0-9) OR Special Characters (e.g., !, *, \$, #, %) +Must not be one of your previous three passwords'. The 'New Password' and 'Confirm password' fields are highlighted with red arrows. A blue button with a white checkmark is highlighted with a red arrow. Below the button is a 'Go back to login page' link.

