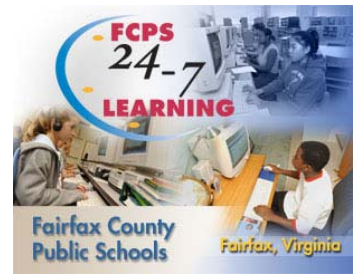


FCPS 24-7 Learning

Using Forgot Password For Students, Staff and Faculty



NOTE FOR STUDENTS: You must have a valid email address in FCPS 24-7 Learning to use this feature.

Forgot your password? Fairfax County Public Schools has implemented a self-service process for changing your password, when you cannot remember it. This is a fast and easy way to change your password without putting in a request to have it changed for you. You can find the “Forgot your password?” link under the login fields for your username and password. Click on the link and follow the step-by-step process. Below you will find tips for a successful experience.

Tips for using “Forgot your password?” link:

1. All entries are case sensitive.
2. Only enter information in one option
 - a. Username Option
 - i. First Name and Last Name: These fields should match what is in FCPS 24-7 Learning.
 - ii. Username:
 1. For students, this will be your student ID number.
 2. For staff and faculty, this will be your network login ID.
 - b. Email address Option
 - i. First Name and Last Name: These fields should match what is in FCPS 24-7 Learning.
 - ii. Email:
 1. For students, you must have previously entered a valid email address in FCPS 24-7 Learning.
 2. For staff and faculty, use your Outlook address unless you previously changed it to a personal email address in FCPS 24-7 Learning.

After using either option, an email will be sent to the email address associated with your FCPS 24-7 Learning account. The email will give step-by-step instructions on how to reset your password. For security purposes, your new password must be at least 5 characters and cannot be reset to your previous password or your username. For faculty and staff, if further assistance is needed, please contact the ITService Desk at 703-503-1600. Students can contact their instructor if further assistance is needed.