

TRAINING MANUAL

# Requesting A New Password



IDAHO STATE DEPARTMENT OF EDUCATION  
TECHNOLOGY SERVICES | ISEE

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[WWW.SDE.IDAHO.GOV](http://WWW.SDE.IDAHO.GOV)

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## INTRODUCTION

If you are having trouble logging into your account, you can request a new password. You may only use this feature if you are the owner of the account. Information associated with requests for a new password are logged and monitored to assist in preventing abuse of the password reset feature.

## ADFS DISTRICTS

See your district Technology Director

## NON-ADFS DISTRICTS

Navigate to the SDE Applications Portal:

- Click this link (or copy and paste in your browser): [www.sde.idaho.gov](http://www.sde.idaho.gov)
- Click the ISEE button
- Click on SDE Applications Portal button
- Select "Other" from the drop down list
- Click "Continue to Sign In"
- Click on the "lost your password" link as shown below

### *SDE Applications Portal Sign In*



## Sign In

Please enter your username and password

Email

Password

Sign In

If you don't have an account and require access, you may create your account on the [Registration](#) page.

There is also a page to assist you if you [lost your password](#).

By entering your user name and password you represent that:

- You are an authorized user
- You have a legitimate educational interest for receiving the disclosure of information through access to Idaho State Department of Education information applications for which you are an authorized user
- You are responsible for ensuring that any re-disclosures of information by you complies with all applicable state and federal statutes and regulations

Applicable state and federal penalties may be imposed for the failure to act in a manner in accordance with the conditions above. The sharing of user account names and/or passwords to others is specifically prohibited and will result in the termination of your access to SDE applications as well as legal penalties if applicable.

On the “Request New Password” screen

- Enter your email address
- Click in the box next to “I’m not a robot”
- Click on the "Request New Password" button.

### Lost Password Confirmation

A screenshot of the "Request New Password" web form. The form has a white background with a blue header bar. The title "Request New Password" is in large black font. Below the title is an "Email" label and a text input field. Underneath is a reCAPTCHA box with the text "I'm not a robot" and a checkbox. To the right of the checkbox is the reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom of the form is a blue button with the text "Request New Password". To the right of the form, there is a section titled "Requesting a new password" with explanatory text.

#### Requesting a new password

If you're having trouble logging into your account, you can request a new password. Enter your email address, solve the presented reCaptcha, and then click on the "Request New Password" button. After clicking on the button, you will receive further instructions. You may only use this feature if you are the owner of the account entered. Information associated with requests for a new password are logged and monitored to assist in preventing abuse of the password reset feature.

Follow the instructions to verify you are not a robot.

Click Request New Password again.

The Lost Password Confirmation screen will appear stating that an email was sent.

The email will contain further instructions as shown below:

*We received a request through our website to reset the password for your account at the SDE.IDAHO.GOV website. If you did not make this request, please contact the Idaho State Department of Education Helpdesk at (208) 332-6923. If you made the request and wish to reset your password, click on the following link to complete the process:*

#### [Reset Password](#)

*If you cannot click on the link, copy the following link text and paste it into your browser's address line.*

*<https://apps.sde.idaho.gov:443/Account/ResetPassword?token=5YsXRoMEK mzZLmmh9tS8aZI4DIQXal AEOyJdrBGRhKLCbhsFSP3r4lyv7tZVEH0i%2fjJRprzdiR2d>*

*Thank you for your cooperation.*

*The SDE IT staff.*

On the “Request New Password” screen, you will be instructed to type a new password and confirm that password.



## Request New Password

Passwords must meet the following complexity requirements:

- Must be a minimum of 6 characters
- Must contain three of the following elements:
  - Lowercase letter, uppercase letter, digit, symbol (#,\$,&,ect..)
- Cannot contain 3 or more consecutive characters from your Email

**Email**

**New Password**

**Confirm Password**

**Set Password**

Passwords must meet the following complexity requirements:

- Must be a minimum of 6 characters
- Must contain three of the following elements:
- Lowercase letter, uppercase letter, digit, symbol (#,\$,&,etc.)
- Cannot contain 3 or more consecutive characters from your Email

Once your password has been reset, you can login to the SDE Applications Portal.

## ASSISTANCE

SDE Tech Support

[Support@sde.idaho.gov](mailto:Support@sde.idaho.gov)

208.332.6987