Introducing HISD Access

SELF-SERVICE FOR PASSWORD AND NETWORK ACCOUNT MANAGEMENT

In an effort to empower end-users and improve security, Information Technology is proud to launch HISD Access.

Now all HISD account users will be able to manage and reset their own account passwords, by simply answering a few security questions to verify their identity. We can also all use this tool to reset our account if our ID is locked out after multiple unsuccessful login attempts.

Please setup your profile **today** so you can use this tool in case you forget your password over the break!

SETTING UP YOUR PROFILE

Like other systems or websites, everyone will need to set up a profile with their name, login information and will answer a few security questions. You will have 30+ questions to select from and you will be prompted to answer 3 of those questions to verify your identity when you want to reset your password.

Email or Cell Number: For added security, you will also be prompted for your personal email address and your cell phone number. When you request a password reset, the system will send you a verification code to either your email or cell phone. That code will be required before you can proceed. If you are not setup to view your emails on your cell phone, be sure to select the code via text.

SETTING ANSWERING TO SECURITY QUESTIONS

Things to keep in mind when selecting and answering your security questions

- Select questions that no one else knows the responses to.
- Make sure you will remember your responses – for instance, don't select your favorite movie title as the latest movie that you saw, select your all-time favorite so you will remember it in a few months.
- Answer them with spellings that only you will know/remember

If you forget your responses or need to recreate your profile, contact the HISD IT ServiceDesk and they can delete the profile for you so you create a new one.

USING HISD ACCESS TO RESET YOUR PASSWORD OR ACCOUNT

After setting up your profile, you can connect to https://hisdaccess.houstonisd.org from any internet enabled device to reset your password or unlock your account.

INSTRUCTIONS AVAILABLE

Step by Step Instructions are available:

- How to setup your profile
- How to reset your password
- How to unlock your network ID

NEED TECHNOLOGY ASSISTANCE? CONTACT THE HISD IT SERVICE DESK

Phone: 713-892-SERV (7378)

Web: Service Desk Portal at
https://servicedesk.houstonisd.org

The Service Desk is open Monday through Friday from 6:30am until 5:00pm CST excluding Houston Independent School District approved holidays.