

How to Reset your Password Offsite


Normally you must be onsite to reset your WISD AD password. Now through the ticketing system we have added an option to allow you to reset it yourself, however it requires some steps to set up.

Navigate to “CSR Helpdesk” from the staff page on the website. Make sure you log out if it takes you directly to the ticket system.

Once at the Login page click “Password Management”, Log in using your username (jsmith) and password

You will see a box on the next page, select "Click here"

Welcome! This portal offers you the power of password self-service!



- Password Reset: Securely reset your machine password without help desk assistance.
- Account Unlock: Unlock your account when you get locked out without help desk assistance.
- Profile Update: Update your photo, mobile number, address, and other details on your own.

Enroll now to enjoy these benefits! [Click here](#)

You will need to fill in all the fields to create 4 security questions for your password resets. Once completed you will get a green message saying you successfully enrolled.

Please enroll for the forced verification methods enabled for your account.

Security Questions

Question : -- Please Select a Question --
Answer: Confirm Answer:

Question : -- Please Select a Question --
Answer: Confirm Answer:

Question : Write your own question
Answer: Confirm Answer:

Question : Write your own question
Answer: Confirm Answer:

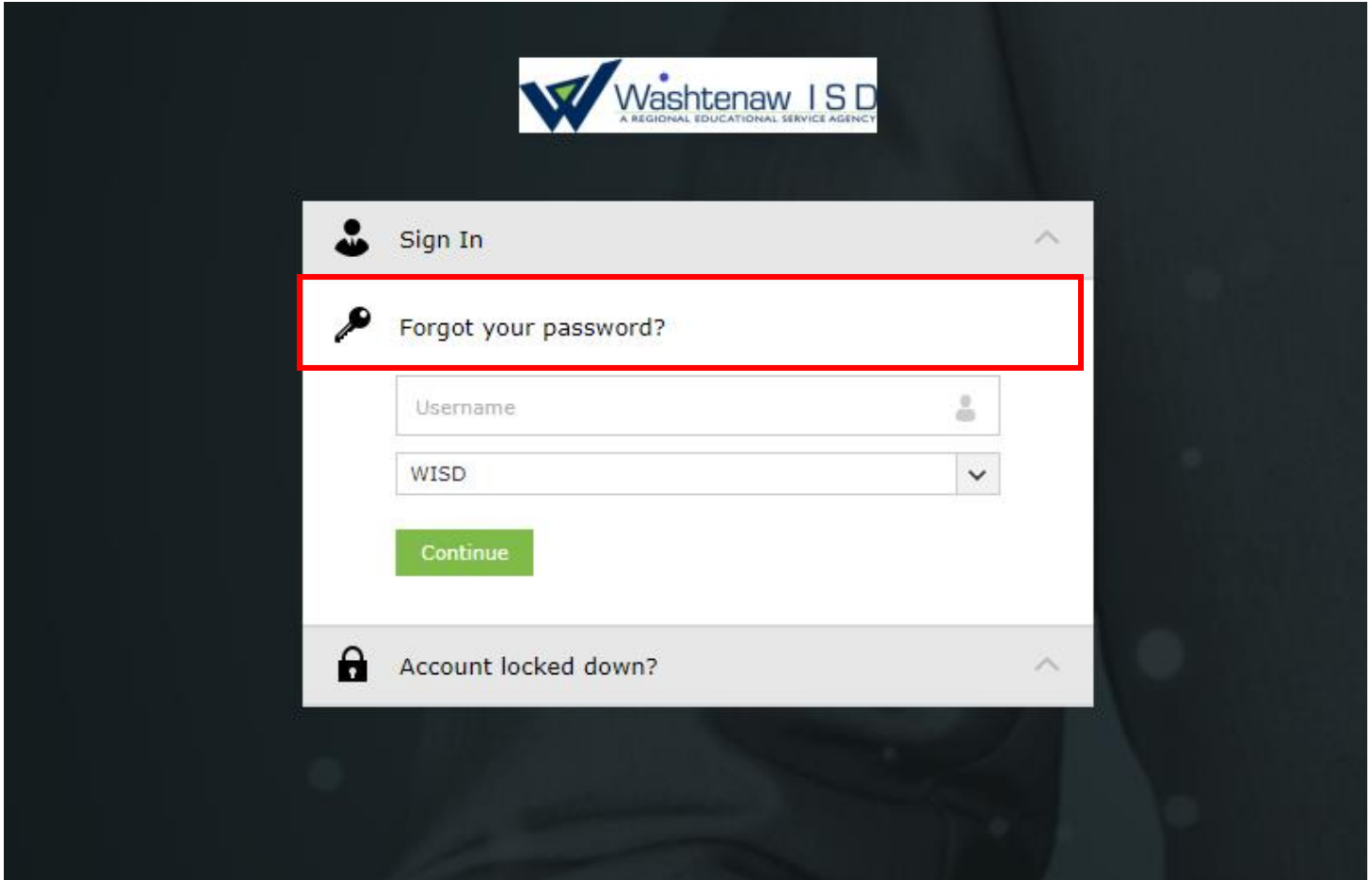
Hide Answer(s)

- The minimum length of the question(s) should be 5 characters and maximum allowed is 255 characters
- The minimum length of the answer(s) should be 3 characters and maximum allowed is 255 characters

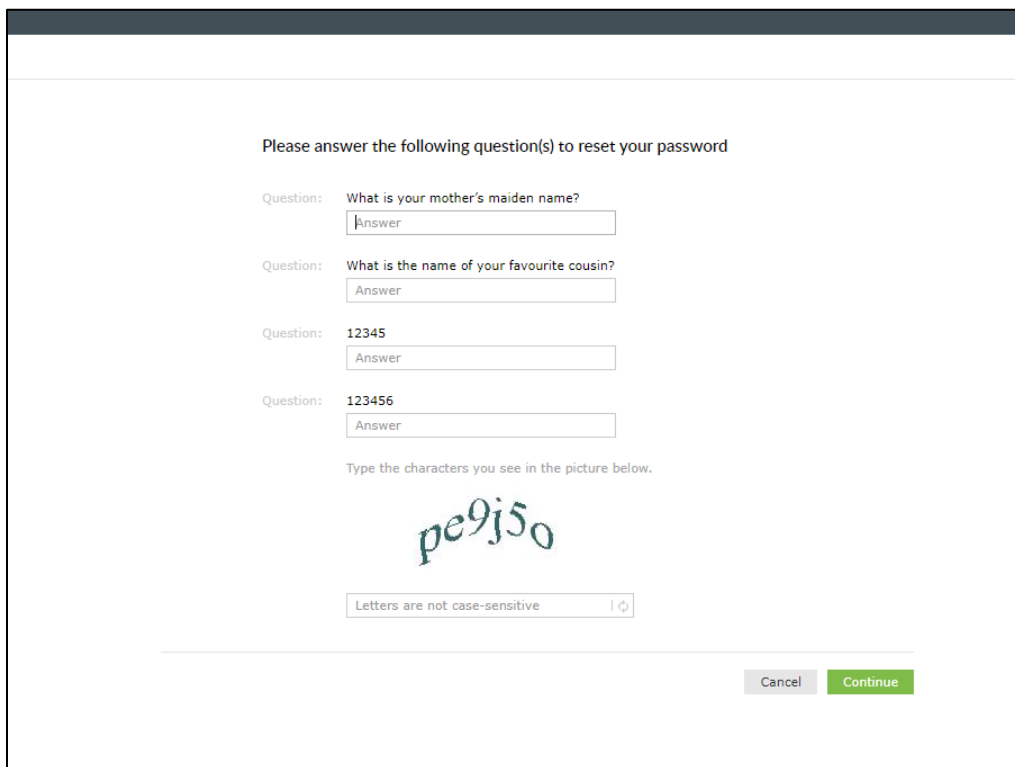
Step 1 of 1 [Next](#)

You have successfully enrolled! The information you provided will help us verify your identity when you login or during the password reset/account unlock process.

You will only have to complete the above steps one time. To reset your password you will navigate back to the login page, select password management and click the “Forgot your Password” dropdown



Enter your username and you will be taken to a page to answer your security questions and reset your password




Reset Password


* New Password

* Confirm New Password

- Maximum length should not exceed 15
- Minimum length should be at least 12
- Number of special characters to include 1
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not be a palindrome
- Must not contain any character more than 2 times consecutively
- Must contain at least 1 lower case character(s)

Type the characters you see in the picture below.



Letters are not case-sensitive | 

Please allow 15-20 Minutes for the new password to become active. This will reset your login for:

- Outlook/Office 365
- Gmail/Gsuite
- CSR ticketing
- WISD Device Windows 10 Login
- WISD internal WiFi

*For any problems or additional questions call x1286