

Newport News Public Schools * Technology Operations Knowledge Base Article (KBA)

Subject: My NNPS Password Self-Service Password Management Portal

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Summary: This FAQ has been provided to address the most frequently asked questions about the My NNPS Password Self-Service Password Management portal.

What is the My NNPS Password Self-Service Portal?

The My NNPS Password Self-Service Password Management portal allows users to manage their NNPS domain password themselves.

How do I access the portal?

From any web browser type in: <http://mynnpsspassword.nn.k12.va.us/>

Who can use the portal?

All employees and students with NNPS provided user accounts (nnps\firstname.lastname).

How do I use the portal?

You must first register your NNPS user account by setting up three security challenge/response questions. Once you have completed this step you can manage your password from any computer and from any location via a web browser.

What is the process for setting up my NNPS user account in the portal?

1. When you first visit the site, enter your NNPS user account (nnps\firstname.lastname) and the current account password and click on submit.
2. You will then be prompted to select a question from a question list twice, provide an answer for each of the questions and enter your own question and answer for a total of three challenge/response questions. Next click the Update button.

NOTE: You will only need to complete the challenge/response questions once.

3. Once the self-service password management portal opens you can
 - a. Change your password
 - b. Unlock your account
 - c. Reset your password
 - d. Edit your Profile. This option allows you to update or change your challenge/response security questions.

When Should I use the My Password Self-Service Password Management Portal?

Any time you need to change your NNPS user account password, unlock your NNPS user account, reset your password or change your security questions. You should use the self-service password management portal first before contacting the Technology Help Desk, your assigned TSS, ITC or your teacher.

What happens when I'm at school/work and I forget My NNPS Password and cannot log onto a NNPS computer?

From any computer on the NNPS network you can log in using the username *myPassword* with no password. The computer will automatically direct you to the My NNPS Password Self-Service Password Management portal. From there you can reset your NNPS user account password.

What happens when I'm at home and I forget My NNPS Password and cannot log onto a NNPS computer?

From any web browser type in: <http://mynnpspassword.nn.k12.va.us/>

When the My NNPS Password Self-Service portal opens you can reset your NNPS user account password.

Tags: password nnps domain mypassword user account