

Footprints Password Retrieval Guide for Customers

Information

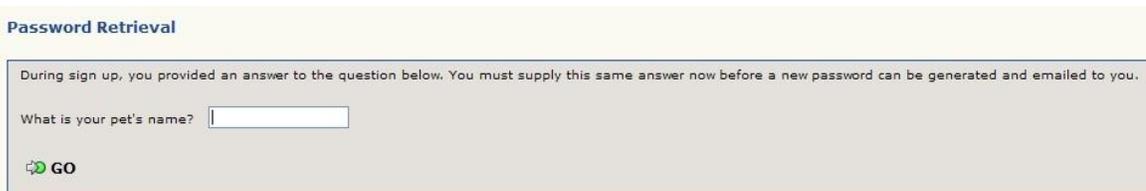
This process is used to retrieve your Footprints password if it is forgotten. You must have already gone through the sign up process, or been given a Footprints account by an MIS agent, before this process will work. You must also know your Footprints ID, but that part is simple. It is your firstname.lastname (john.smith).

Steps

1. Go to the support website, <http://www.mde.k12.ms.us/footprints>
2. Click on the appropriate service desk link.
3. Enter your Footprints ID into the "Username" field (firstname.lastname).
4. Enter something into the password field (It doesn't matter what).
5. Click "Login".
6. The "Footprints Login Error" screen appears.



7. Click the link that says "Forgot Password?"
8. The "Password Retrieval" screen appears.

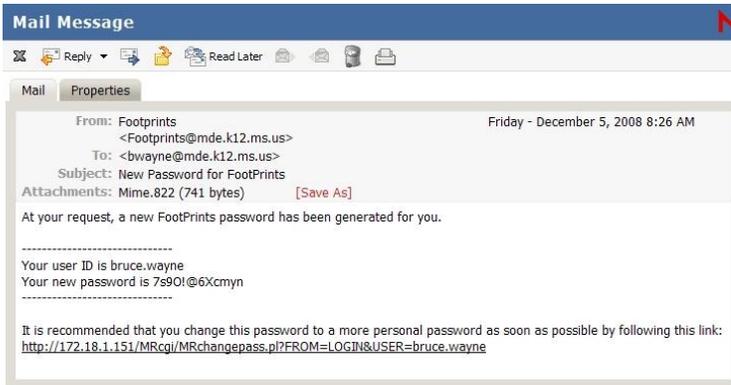


9. Answer the question that you setup during the sign up process. *If you don't remember the answer, contact MIS to have your password reset.*
10. Click "Go".

11. A screen comes up that lets you know that a new password is being sent to your email address. *If the email address is wrong, or you do not get an email message, contact MIS to have them reset your password and update your email address.*



12. Check your email for the new password.



13. Either click on the link in the email to take you to the "Footprints Password Modification" screen, or click "Go" on the screen you were on.



14. In the "Old Password" field, enter the password that was sent to your email.
15. In the "New Password" and "Re-enter New Password" fields, enter a new password of your choice. There are no special requirements.
16. Your password is successfully changed, and you are taken back to the login screen. *Don't log in here unless you want to go to the Footprints Welcome area.*
17. Go to the support website, <http://www.mde.k12.ms.us/footprints>
18. Click on the appropriate service desk link.
19. Log in with your Footprints ID and new password.