

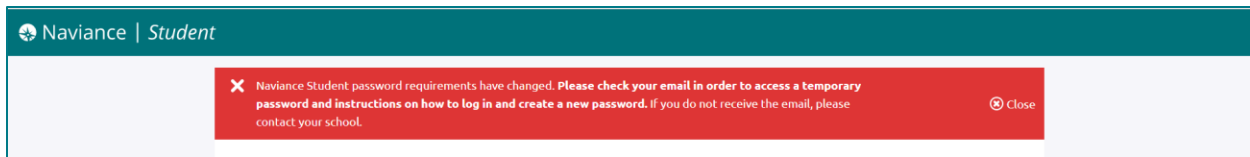
# Password Changes Workflow

As of January 27, 2020, students/parents that have a password that **does not** meet the new passwords requirements will be required to change their password upon their next log in attempt.

## For students/parents that **HAVE** an e-mail address in Naviance

When a student/parent that has an email address on file goes to the login page and attempts to login, an email with instructions on how to reset their password will be automatically sent to the e-mail they have on file. When they attempt to login, they will receive a message that states the following:

***“Naviance Student password requirements have changed. Please check your email in order to access a temporary password and instructions on how to log in and create a new password. If you do not receive the email, please contact your school.”***



### Steps to Reset Password

1. Go to [student.naviance.com/](https://student.naviance.com/)(your school alias)
2. Enter your Username and Password
3. Check your e-mail for a message from [mailer@email.naviance.com](mailto:mailer@email.naviance.com) which includes your Username and a Temporary Password
4. Click on the link provided in the e-mail to go back to the Naviance Student login page
5. Type in the Username and Temporary Password that were provided in the e-mail
6. Click Log In and a new screen will appear prompting you to set a new password and confirm the new password
  - a. You can click the SHOW button on both password fields to make sure the passwords match and you are setting a password of your choice that meets the requirements

### Choose a password

You've logged in with a temporary password. Now choose a new password that you can remember next time.

**New password**  
HIDE

**Confirm password**  
HIDE

*Passwords are case-sensitive and must be at least 10 characters.*

*Passwords may not contain personal information, your username, common words, or more than 2 identical characters in a row.*

Continue

### Are you new here?

[I'm a guest](#)  
[I need to register](#)

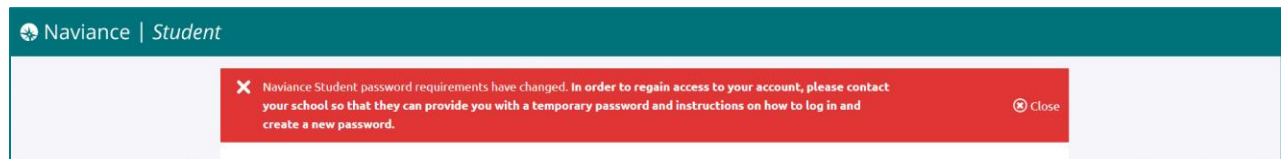
**APS High School**  
3033 Wilson Blvd #500  
Arlington, VA 22201-3809  
[Privacy Policy](#) <sup>NEW</sup>  
[Your CA Privacy Rights](#)

7. Click Continue and you will be re-directed to the home screen
8. Type in your Username and the new password you created
9. Click the Login button

## For students/parents that **DO NOT HAVE** an e-mail address in Naviance

If a student/parent that does not have an email address on file goes to the login page and attempts to login, they will receive a message that states the following:

***"Naviance Student password requirements have changed. In order to regain access to your account, please contact your school so that they can provide you with a temporary password and instructions on how to log in and create a new password."***



In this scenario, a temporary password is **not** being generated automatically upon the login attempt and the school will need to reset the password individually for the student or use the batch reset option in Succeed to get a temp password for the student. You can download the "Generating Temporary Naviance Student Passwords Quick Guide" for steps on how to generate temporary passwords for students [HERE](#).

### Steps to Reset Password

1. Go to [student.naviance.com/\(your school alias\)](https://student.naviance.com/(your school alias))
2. Enter your Username and Password
3. Contact your counselor or a staff administrator for a temporary password
4. Once you receive a temporary password, go to [student.naviance.com/\(your school alias\)](https://student.naviance.com/(your school alias))
5. Type in the Username and Temporary Password that was provided to you
6. Click Log In and a new screen will show prompting you to set a new password and confirm this new password
  - a. You can click the SHOW button on both password fields to make sure the passwords match and you are setting a password of your choice

### Choose a password

You've logged in with a temporary password. Now choose a new password that you can remember next time.

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7. Click Continue and you will be re-directed to the home screen
8. Type in your Username and the new password you just set
9. Click the Login button