

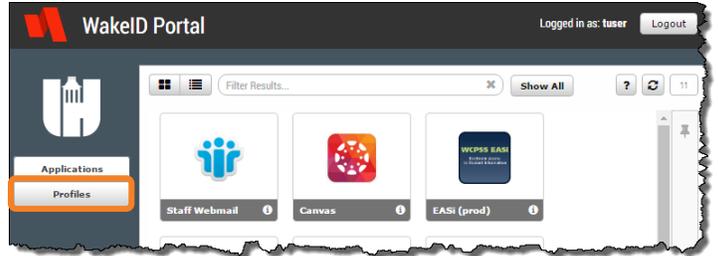


Teachers and WakeID Contacts can manage the WakeID password for students at their school. Learn more about your WakeID at <http://mywakeid.wcpss.net>.

## Reset Student Password to Default

1. Using Google Chrome or Firefox, visit <http://wakeid.wcpss.net>.

2. Click **Profiles**.



3. Click the **My Students** tab.

4. Use the Search field to find the student.

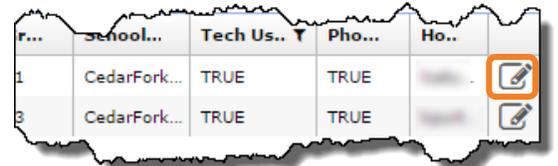
### Search Tips:

- Enter the entire last name (e.g. Smith).
- Enter the entire WakeID (e.g. jsmith).
- Use an asterisk \* to do a search by partial last name or WakeID.
  - e.g. **Smi\*** will find Smied, Smiley, Smith...
  - e.g. **\*ith** will find Edith, Griffith, Smith...



5. Click .

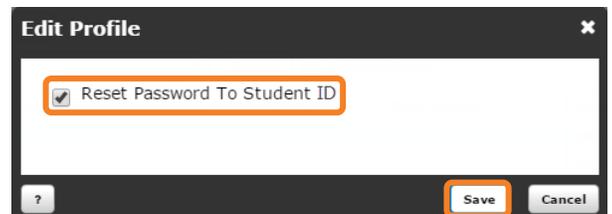
6. Click the **edit icon**  located in the last column for the required student.



7. Check the box to **Reset Password To Student ID**.

8. Click **Save**.

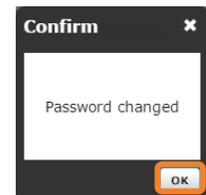
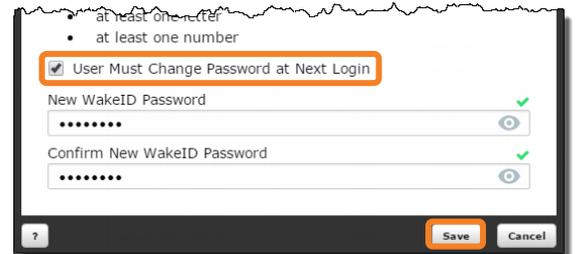
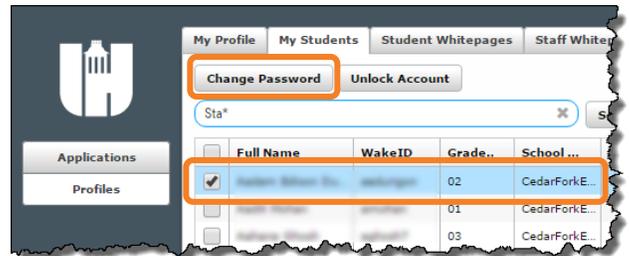
- Allow 2-5 minutes for the reset to take effect.



## Change Student Password

Staff should only change the student password if the student number is no longer secure.

1. Follow steps 1-5 in the previous section, **Reset Student Password to Default**.
2. Click the checkbox beside the **student name**.
3. Click **Change Password** at the top of the screen.
4. Check/Uncheck to require **User Must Change Password at Next Login**.
5. Enter a **New WakeID Password**.
  - Follow the Password Requirements displayed.
6. Enter the same password in the field labeled **Confirm New WakeID Password**.
  - Green checks will validate that the requirements were met.
7. Click **Save**.
8. Click **OK**.
  - Allow 2-5 minutes for the reset to take effect.



## Unlock Student Account

Students who enter their password incorrectly multiple times will lock their account.

1. Follow Steps 1-5 in the previous section, **Reset Student Password to Default**.
2. Click the checkbox beside the **student name**.
3. Click **Unlock Account** at the top of the screen.
4. Click **Yes**.
5. Click **OK**.
  - Allow 2-5 minutes for the account to unlock.

