



Password Recovery Tool: First Time Setup Procedure

Open up a web browser and enter the following address into the address bar: "sso.lowell.k12.ma.us", this will bring you to the SSO page (single sign on)

At the SSO page, Click the "I Forgot My Password: icon:



This will bring you to the Password Self-Service tool:

If this is your first time using the Password Recovery System, Please click on "Cancel":

Forgotten Password
Password Self Service

If you have forgotten your password, follow the prompts to reset your password.

****If this is your first time using the Password Recovery System, please click on "Cancel".

Email Address*

Last Name*

Search Clear Cancel

After you click "Cancel" you will asked to login, enter your network username and password:

Please Log In
Password Self Service

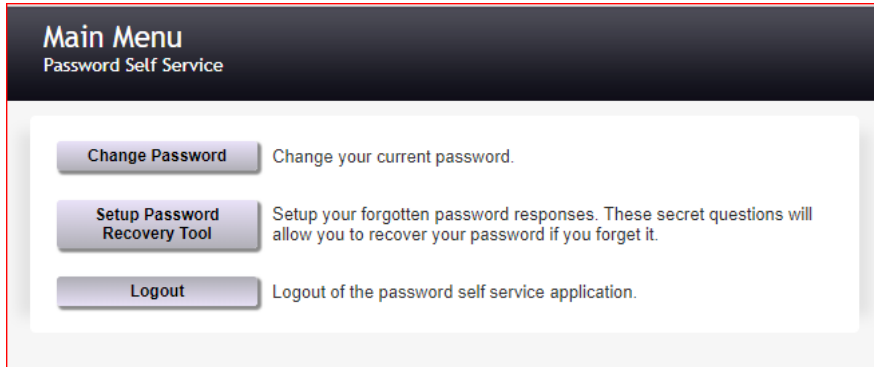
Username (This is your login without @lowell.k12.ma.us)

Current Password

Login Clear Cancel

Forgotten Password Regain access to your account if you have forgotten your password.

After you are successfully logged in, click on the “Setup Password Recovery Tool” button.



The screenshot shows a dark header with the text "Main Menu" and "Password Self Service" below it. The main content area is light gray and contains three buttons with descriptions:

- Change Password**: Change your current password.
- Setup Password Recovery Tool**: Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.
- Logout**: Logout of the password self service application.

Click on the drop down arrows to select your security questions.

When completed click on “**Save Responses**”.



The screenshot shows a dark header with the text "Setup Password Recovery Tool" and "Password Self Service" below it. The main content area is light gray and contains the following text and form elements:

In the event that you forget your password, you can recover your password by answering questions known only to you.

Please choose your questions and answers that can be used to verify your identity in case you forget your password. Because the answers to these questions can be used to access your account, be sure to supply answers that are not easy for others to guess or discover.

Please type your security responses

---Please select an item from the list---

»

---Please select an item from the list---

»

Save Responses **Clear** **Cancel**

You will see a confirmation of the questions and answers you selected. If you are satisfied with the confirmation, click on **“Confirm Responses.”**

Confirm Password Responses
Password Self Service

Be sure your answers and questions are correct. Check the spelling and punctuation. In the event you forget your password, you will need to type in the exact answers to the questions below.

What city / town were you born in?
» Lowell

What street did you grow up on?
» merrimack

[Confirm Responses](#) [Go Back](#) [Cancel](#)

Click on **“Continue”**:

Success
Password Self Service

Your secret questions and answers have been successfully saved. If you ever forget your password, you can use the answers to these questions to reset your password.

[Continue](#)

You may now logout.

Main Menu
Password Self Service

[Change Password](#) Change your current password.

[Setup Password Recovery Tool](#) Setup your forgotten password responses. These secret questions will allow you to recover your password if you forget it.

[Logout](#) Logout of the password self service application.

Now you are enrolled in the Password Recovery System so if you ever forget or want to change your password you can go to sso.lowell.k12.ma.us, click on the I Forgot My Password link again and change your password.