



## RSS AD Account Self Manage – PWReset

**Step 1:** On your computer, navigate to

<https://rsspwreset.rss.k12.nc.us/passwordreset>

**\*\*Please note that for security reasons this site IS NOT AVAILIABLE externally\*\***

**Step 2:** Click on the **Enroll My Account Option.**

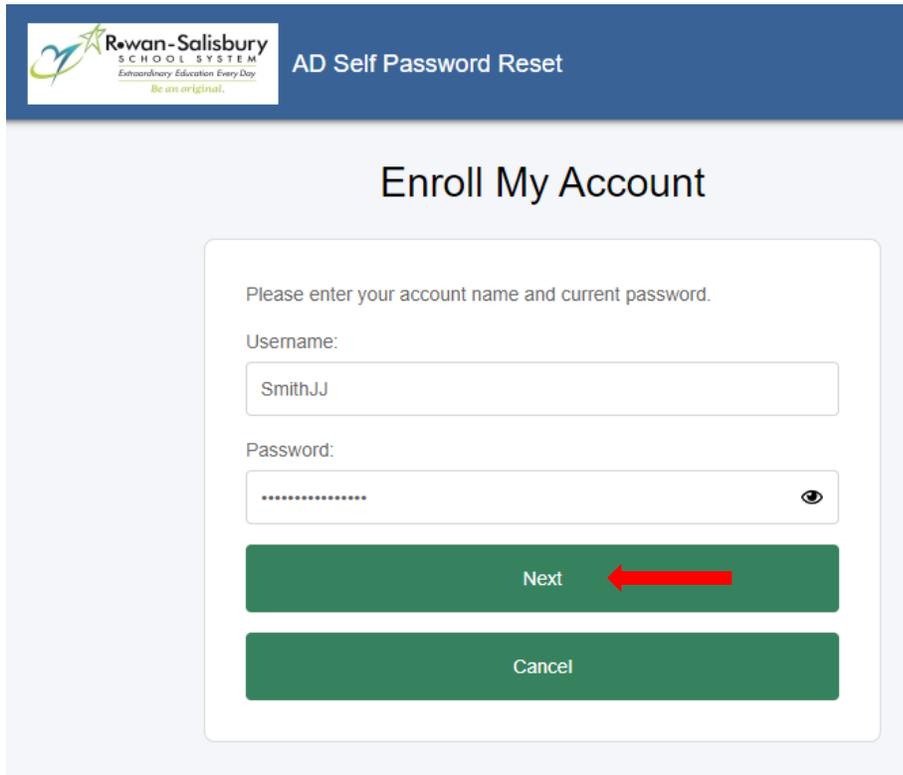
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### AD Self Password Reset

To use AD Self Password Reset you first need to enroll, once enrolled you can reset your password and unlock your account by answering several personal security questions.

- Enroll My Account
- Recover My Account
- Unlock My Account
- Change My Password
- Technology Support Login

**Step 3:** Enter your **RSS Username** and **Password** and click **Next**.



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### Enroll My Account

Please enter your account name and current password.

Username:

Password:



**Step 4:** Click on the dropdown for each **Select a Question** choose a question and supply a correct answer for each.

Please answer the following questions:



Question:  

Answer:

Question:  

Answer:

This is what your Enroll Page should look like when completed. You are required to answer all four question fields. Please note that no two questions or answers can be the same.

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AD Self Password Reset

## Enroll My Account

Please answer the following questions:

Question: What is your mother's maiden name?

Answer:

Question: What is your mother's middle name?

Answer:

Question: What is your father's middle name?

Answer:

Question: What was the name of your first school?

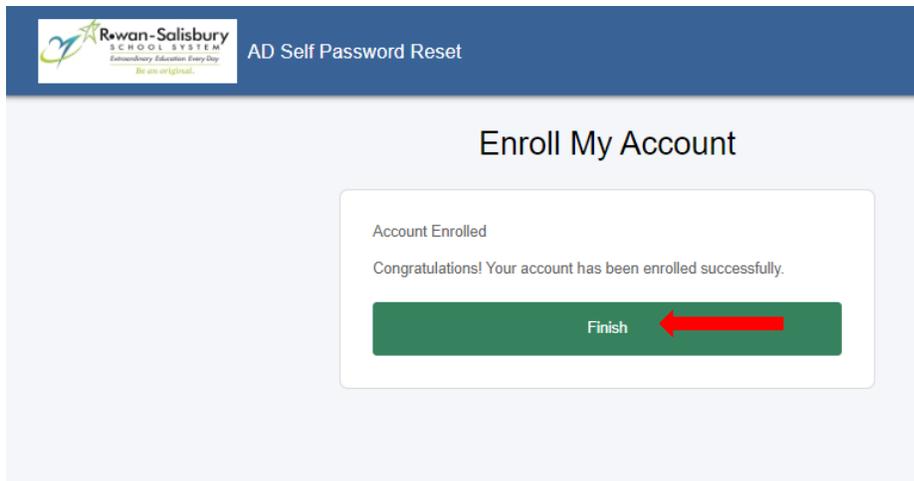
Answer:

Next

Cancel

Once completed click **Next**

**Step 5:** You have now successfully enrolled in the **Password Management Portal** for your account. You can click **Finish** to exit.



**With this Enrollment you can now use the other options that are listed on the Main Management Page.**

**Recover your Account:** Used for an unknown password. You will provide the answer to the challenge questions you just completed and will be prompted to enter a "New Password"

**Unlock your Account:** Used for an account that has become locked from too many bad attempts. This will get you immediate access to your account provided you answer the challenge questions correctly. Please note that an Account Lock will also automatically release after a 30-minute window from the time of the lockout.

**Reset your Password:** Used for a basic reset of your account password when you know your current password and answer the challenge questions correctly.

If you have any issues please see your schools ITF or call the Technology Helpdesk @ x435763 or 980-330-1078 for additional assistance.