

After you click **Forgot Password?** You will see the screen below.

1. Click **Forgot My Password**.



After you click **Forgot My Password**, you will see the screen below for **Step 1**.

1. Type your **Username**.
2. Click **Next**.



1. Type the answer to your first challenge question. **Click on the eye to check your spelling.**

NOTE: If you do not remember the answers to your challenge questions, please contact your teacher to reset them.

2. Type the answer to your second challenge question. **Click on the eye to check your spelling.**

3. Type the answer to your third challenge question. **Click on the eye to check your spelling.**

4. Click **Next**.

The image shows a screenshot of a digital interface for Chicago Public Schools. At the top left is the Chicago Public Schools logo. The main heading is "Step 2 of 4" followed by "Answer your challenge questions". There are three text input fields, each with a red asterisk indicating a required field. Each input field has a small eye icon to its right. A "Next" button is located at the bottom left. A red asterisk and the word "required" are at the bottom left. Four numbered callouts (1-4) in blue speech bubbles provide instructions: 1. "Type the answer to your first question" (pointing to the first input field); 2. "Type the answer to your second question" (pointing to the second input field); 3. "Type the answer to your third question" (pointing to the third input field); 4. "Click Next" (pointing to the Next button). A grey box on the right says "Click on the eye to check your spelling" with a dotted line pointing to the eye icon of the first input field.

1. Type your new password.
2. Type your new password again.
3. Click **Next**.

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Step 3 of 4

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

Your password must be at least **8 characters in length** and contain **at least one of the following criteria**:

- Uppercase letter (ABC)
- Lowercase letter (abc)
- Number (0-9)

For existing users, your new password cannot match any of your previous 5 passwords

New Password

Verify Password

Next

1 Type your new password

Click on the **eye** to check your spelling

2 Type your new password again

3 Click **Next**

After **Step 3**, you will see the screen below for **Step 4**. Your password change is complete.

1. Click on the **X** to close the window.

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Step 4 of 4

Password change complete.
You may now close this window.

Click the **X** to close the window

Secure | https://mail.google.com

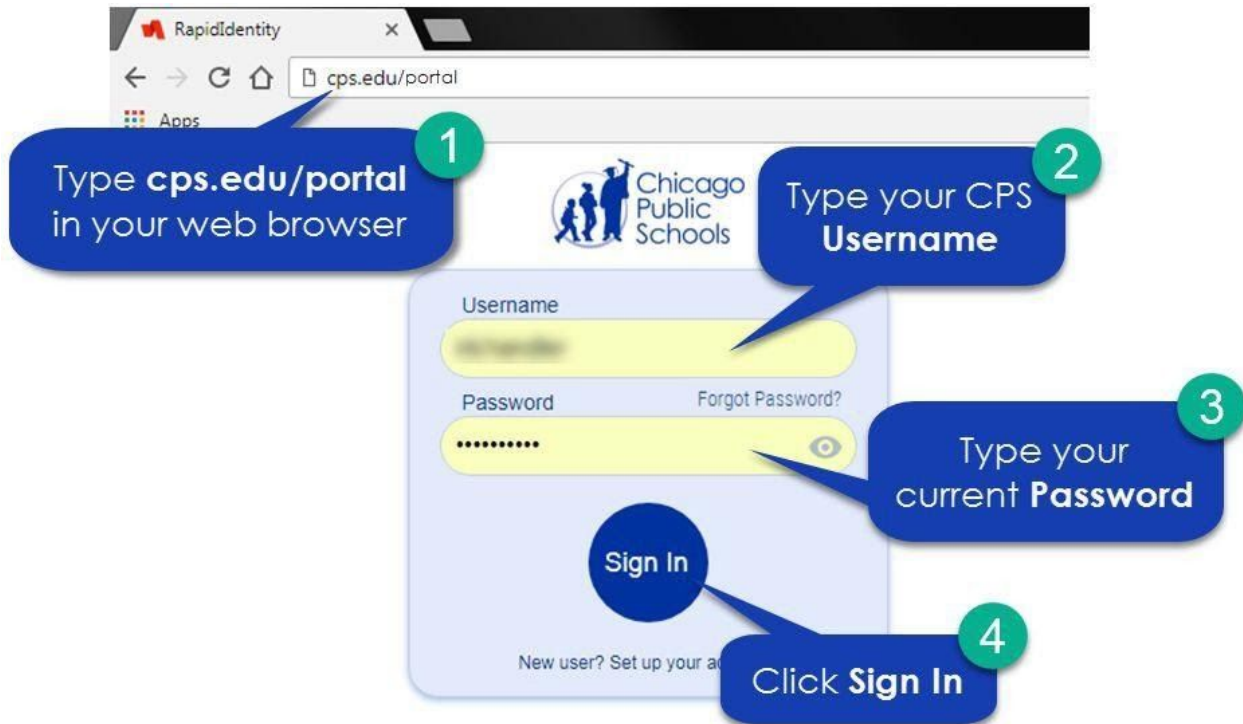
Changing Your Password Before It Expires

If you want to change your password and it has not already expired, follow the instructions below.

1. Click on this link: cps.edu/portal, or type cps.edu/portal in your web browser.
2. Type in your CPS **Username**.

NOTE: Your username is the first part of your email address without the “@cps.edu.”

3. Type in your CPS **Password**.
4. Click **Sign In**.



After you click **Sign In**, you will see the screen below for **Step 5**.

5. Click on the picture of the **key icon**.



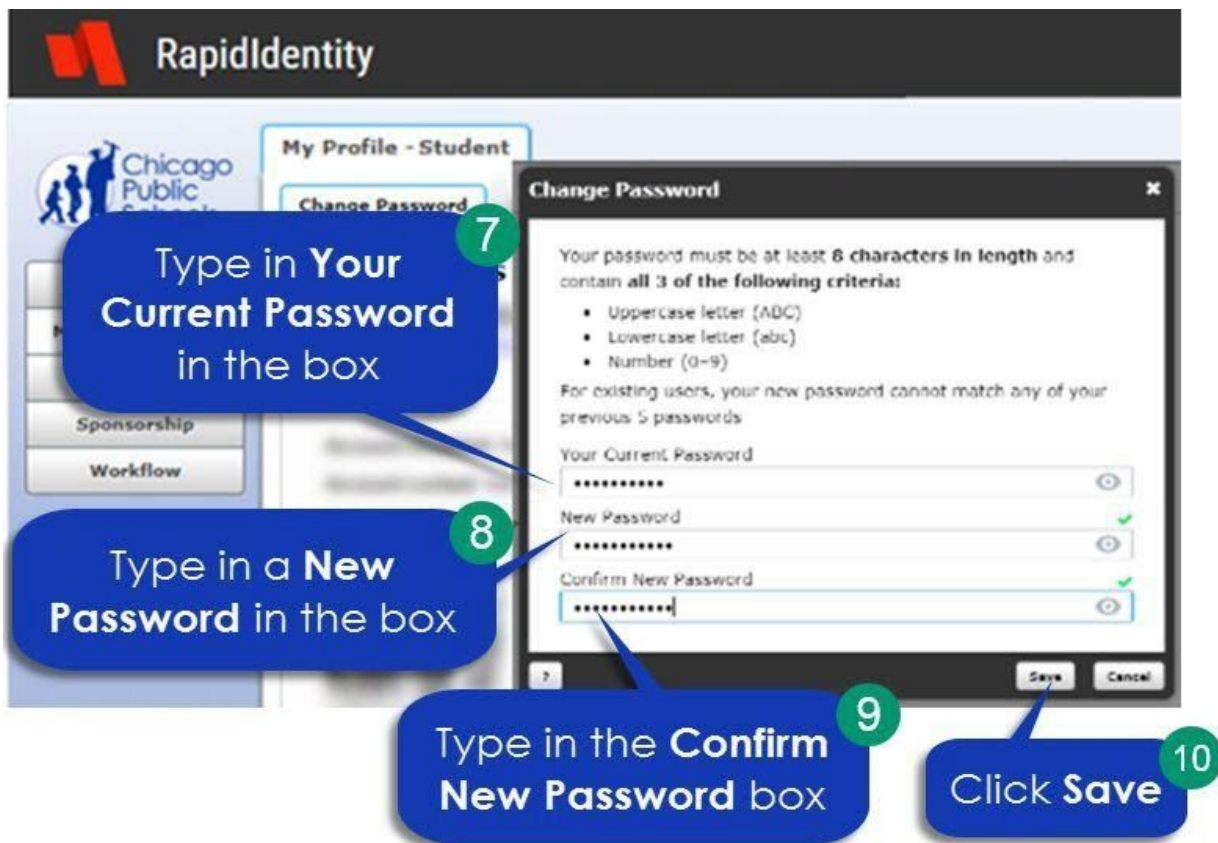
After you click on the picture of the **key icon**, you will see the screen below for **Step 5**.

6. Click on the **Change Password** button.



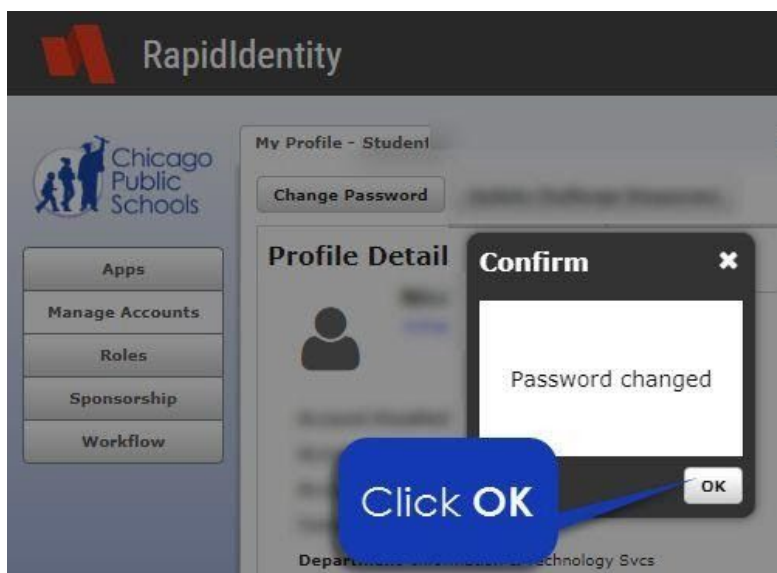
After you click **Change Password**, you will see the screen below for **Step 7**.

7. Type in Your **Current Password** in the box.
8. Type in a **New Password** in the box.
9. Type the same new password in the **Confirm New Password** box.
10. Click **Save**.



After you click **Save**, you will see the screen below for **Step 11**.

11. Click **OK**.



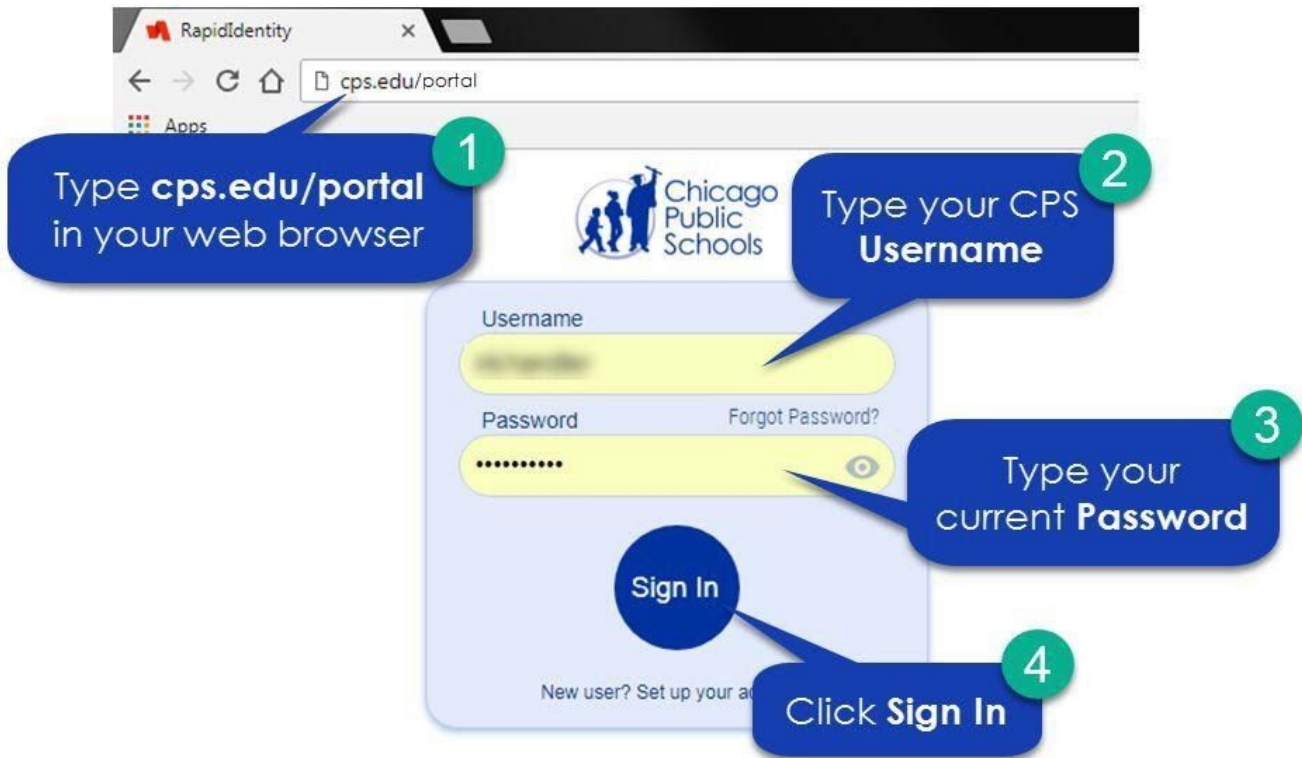
NOTE: You can quickly get to your Google apps from the portal by clicking the **Apps** button from the menu on the left. Then select the app you want to use to be taken to that page.



Changing Your Password After It Expires

If you want to change your password and it has already expired, follow the instructions below.

1. Click on this link: cps.edu/portal, or type cps.edu/portal in your web browser.
2. Type in your CPS **Username**.
3. Type in your CPS **Password**.
4. Click **Sign In**.



After you click **Sign In**, you will see the screen below for **Step 5**.

5. Click on the **CLICK HERE to reset your password** link.



Chicago Public Schools

Username
|

Password
(password)

Your password is expired and must be updated before continuing

CLICK HERE to change your password.

Once you have reset your password, you can come back to this page and continue the authentication

Sign In

New user? Set up your account ▶

After you click **CLICK HERE to reset your password**, you will see the screen below for **Step 6**.

6. Type in a **New Password** in the box.
7. Type the same new password in the **Confirm New Password** box.



Your password must be at least **8 characters in length** and contain **all 3 of the following criteria**:

- Uppercase letter (ABC)
- Lowercase letter (abc)
- Number (0–9)

For existing users, your new password cannot match any of your previous 5 passwords

New Password

Verify Password

Next

Click Next

Type your new password

Type your new password again

Click on the **eye** to check your spelling

A screenshot of a password reset form from Chicago Public Schools. The form is light blue and contains instructions for password requirements: at least 8 characters and containing uppercase, lowercase, and number. It has two password input fields, "New Password" and "Verify Password", each with an eye icon for visibility. A "Next" button is at the bottom. Three blue callout boxes with white text and green numbered circles provide instructions: "6 Type your new password" points to the first input field, "7 Type your new password again" points to the second, and "8 Click Next" points to the "Next" button. A grey callout box with a dashed line points to the eye icon in the first field, saying "Click on the eye to check your spelling".

8. Click **Next**

