

How to Reset Your FVSD Password

Having trouble logging in? This guide walks you through resetting your FVSD password.

Before You Start

Your FVSD account uses one password across all services — email, computer login, Google Workspace, and more. Changing your password will update it everywhere.

Option 1: Reset Your Password From the Login Screen (Windows)

1. On the Windows login screen, click **Reset Password** or **I forgot my password**
2. Enter your FVSD email address (e.g., `jsmith@fvsd.ab.ca`)
3. Complete the verification step (you may be asked to confirm your phone number or answer a security question)
4. Create a new password following the requirements below
5. Click **Submit**

Option 2: Change Your Password While Logged In

If you can still log in but want to change your password:

1. Press **Ctrl + Alt + Delete** on your keyboard
2. Click **Change a password**
3. Enter your current password
4. Enter your new password twice

5. Press **Enter**

Option 3: Reset via Microsoft 365 Online

1. Go to <https://portal.office.com>
2. Enter your FVSD email address
3. Click **Can't access your account?**
4. Follow the prompts to verify your identity
5. Create a new password

Password Requirements

Your new password must meet the following:

- At least **8 characters** long
- Contains at least one **uppercase** letter (A-Z)
- Contains at least one **lowercase** letter (a-z)
- Contains at least one **number** (0-9)
- Cannot be the same as your last 3 passwords

Contact IT

If none of the options above work:

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your full name
- Your school/site
- The device or service you're trying to log in to

Revision #1

Created 2026-08-06 22:43:48 UTC by Admin

Updated 2026-08-06 22:43:49 UTC by Admin