

Student Account Troubleshooting

Student Cannot Login to the Computer

- Try restarting the computer
- Try a different computer to see if their login works
- Check the CAPS LOCK to ensure the correct password is entered
- Students can try the Self-Service Password Reset directions below from any device. They do not have to be logged in.

Self-Service Password Reset Directions

Students should reset their password using Self-Service Password Reset (SSPR). You ***MUST*** use a ***STRONG*** password, or it will not work. Self-Service Password Reset must have been setup prior to the blocked message.

- **Password Requirements**
- You cannot use the 3 previous passwords. Do **NOT** use the state ID!
- It must be at least 6 characters.
- This process may take up to an hour so the account will not be unblocked immediately.

What if Self-Service Password Reset Does NOT Work?

- Students can contact the school contact who resets passwords. Only one or two people have access to this in the school
- This may take five minutes before it updates.

What if the student has a BLOCKED message?



Microsoft Blocked Accounts

- The student can login a computer but will receive the blocked account message when accessing Office 365 email, Clever, etc.

[Student Microsoft Blocked Account Help.docx](#)

Secure Password and Account Security

<https://www.smore.com/xku5y>

At Home Assistance

If you are a **student in grades 6-12** and receive the message below when trying to log in to your Rutherford County email, Office 365, Clever, etc., **please turn off your VPN**, wait 60 seconds and try logging in again. If you see a different message, see below.

