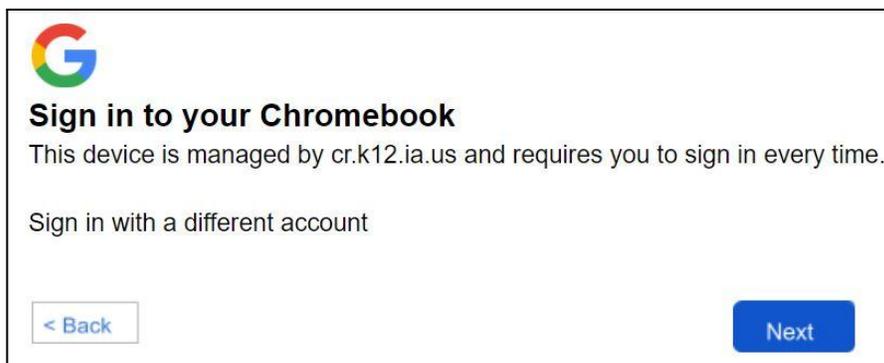


Forced Password Reset for Google Accounts

When a student or staff password is changed by the Helpdesk or Building Support Staff, the user may be prompted for an old password.

Follow these instructions to proceed with the Login Process if you are prompted to enter an old password.

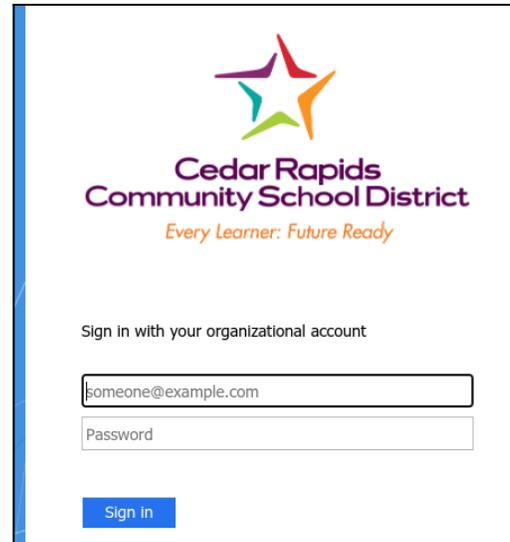
1. When you turn on the Chromebook the following screen should appear.
2. Enter **Next**.



3. The Cedar Rapids Community School District Login screen will appear.
4. Select **District Login**.

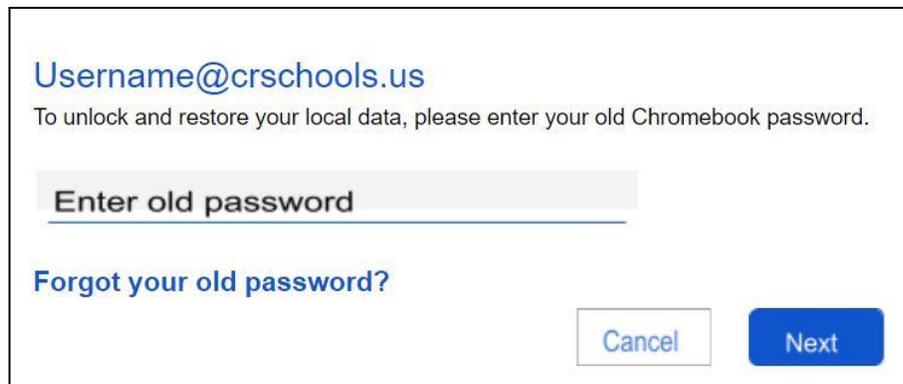


5. Sign in with your organizational account.
6. Enter your **email** and **password**.
7. Click **Sign in**.



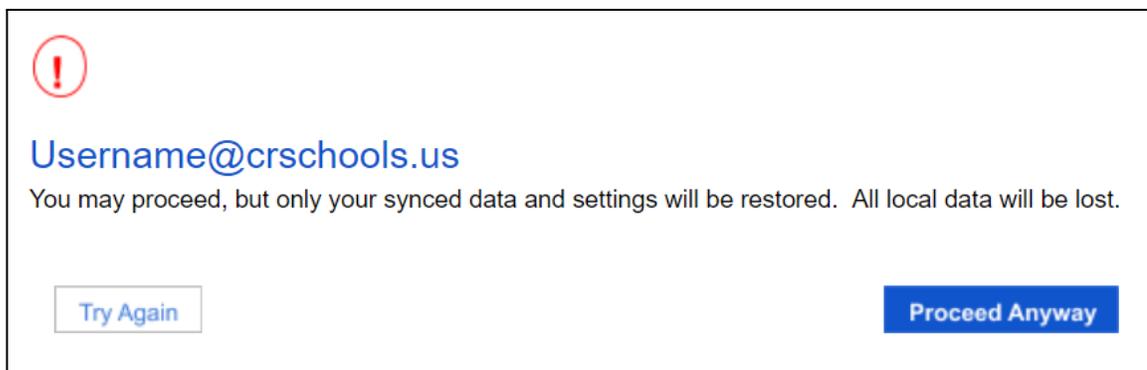
The image shows a sign-in page for Cedar Rapids Community School District. At the top is the district's logo, a multi-colored star, followed by the text "Cedar Rapids Community School District" and the tagline "Every Learner: Future Ready". Below this is the instruction "Sign in with your organizational account". There are two input fields: the first contains the placeholder text "someone@example.com" and the second is labeled "Password". A blue "Sign in" button is located at the bottom of the form.

8. If you receive a message similar to the one below, select **Forgot your old Password?**



The image shows a Chromebook password prompt. At the top, it displays the email address "Username@crschools.us". Below this is the text "To unlock and restore your local data, please enter your old Chromebook password." There is a text input field with the placeholder "Enter old password". Below the input field is a link that says "Forgot your old password?". At the bottom right, there are two buttons: a "Cancel" button and a blue "Next" button.

9. Press **Proceed anyway**.



The image shows a warning dialog box. It starts with a red exclamation mark icon in a circle. Below the icon is the email address "Username@crschools.us". The main text reads "You may proceed, but only your synced data and settings will be restored. All local data will be lost." At the bottom, there are two buttons: a "Try Again" button and a blue "Proceed Anyway" button.