

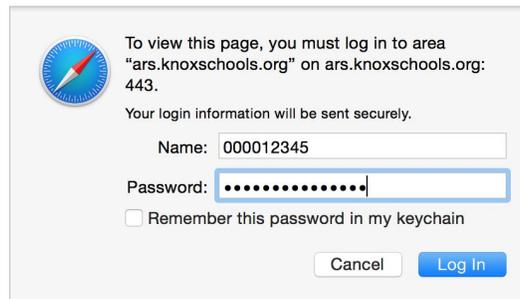
Resetting a Student's Active Directory Password using ActiveRoles Server (ARS) Website

As of July, 23 2015 Active Roles now supports all major desktop browsers. You should be able to access this site from Internet Explorer, Safari, Google Chrome and Firefox.

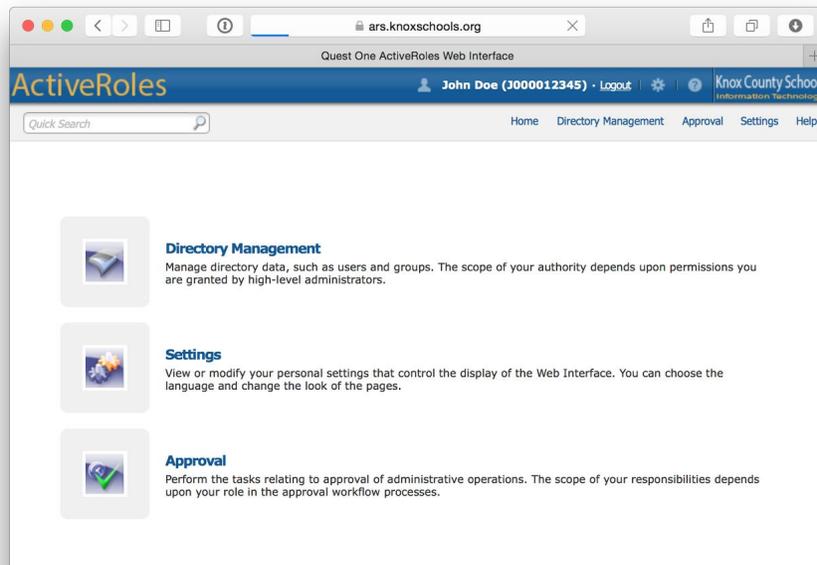
- 1) Open your web browser.
- 2) Enter <https://ars.knoxschools.org> into the address bar.



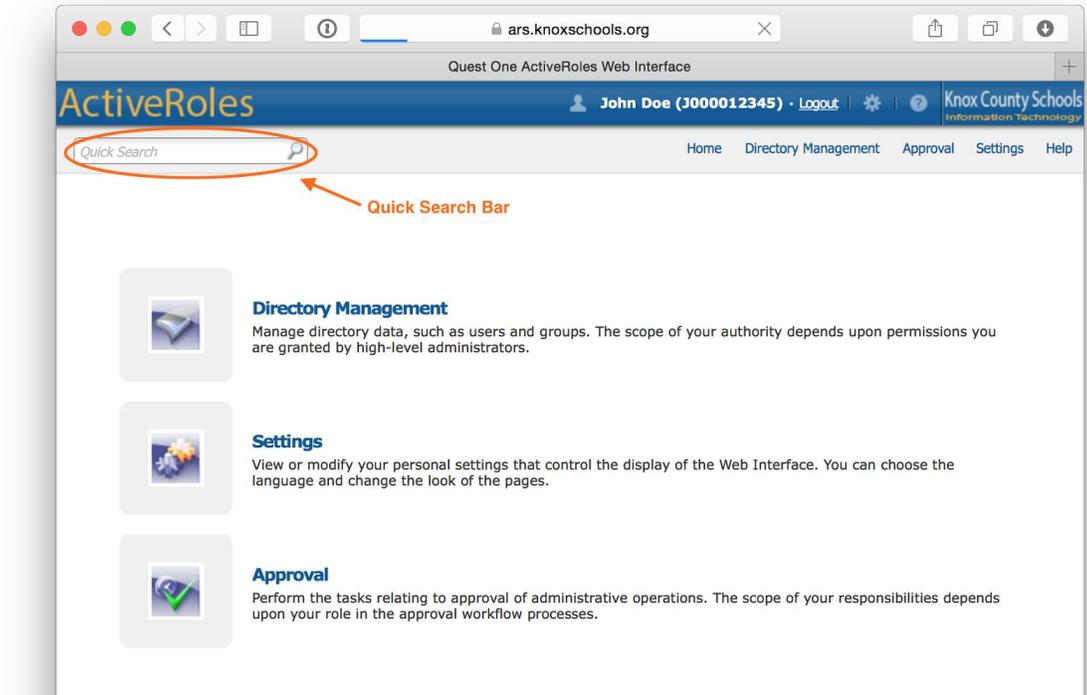
- 3) When asked to login, use your employee ID and password.

A screenshot of a login dialog box. On the left is a circular logo with a compass needle. The text reads: "To view this page, you must log in to area 'ars.knoxschools.org' on ars.knoxschools.org: 443. Your login information will be sent securely." Below this are two input fields: "Name: 000012345" and "Password: [masked]". There is a checkbox labeled "Remember this password in my keychain" which is unchecked. At the bottom are two buttons: "Cancel" and "Log In".

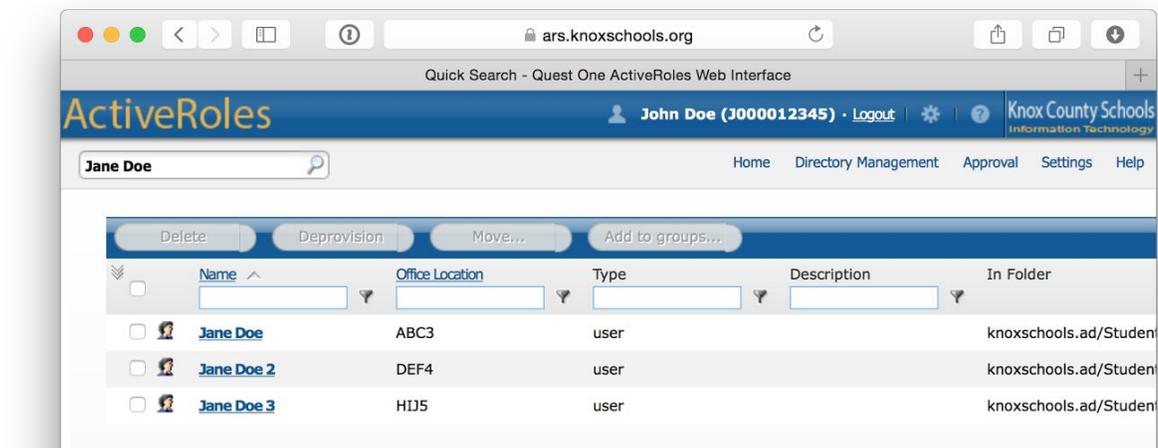
- 4) Active Roles will open to the default home page.



- 5) Use the **Quick Search** field to search for a student by First Name, Last Name, or Student ID (including the preceding S).

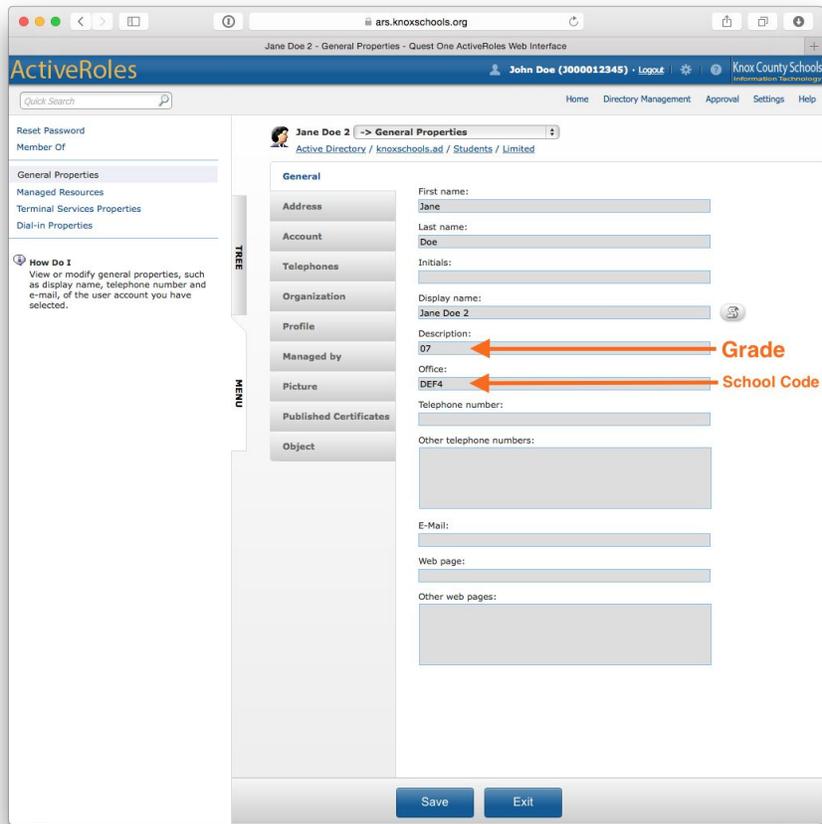


- 6) Active Roles will search Active Directory for a matching student account. If more than one match your search results, they will be displayed for you to select from.

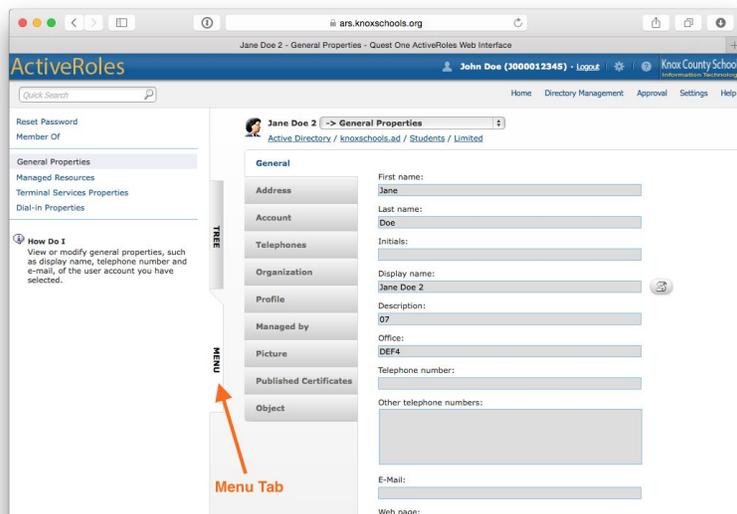


- 7) Click on the student account that matches who you are looking for.
- a) **Hint:** You should see the building short-code displayed in the Office Locations field of the search results to help you select the correct student if multiple matches are found.

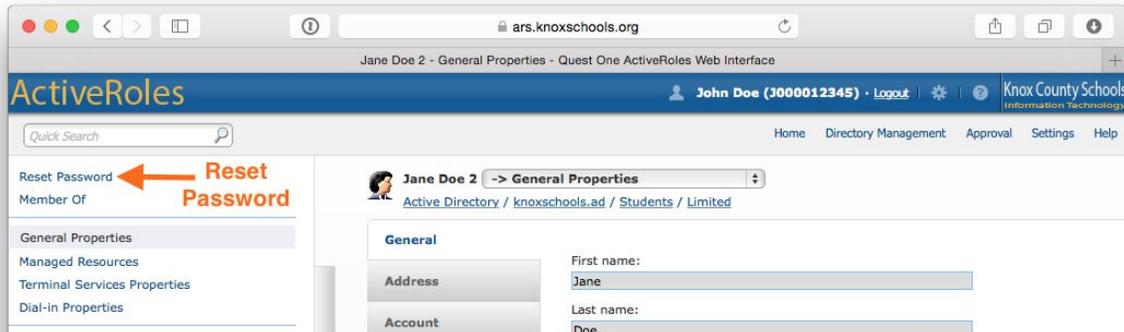
- 8) Verify that the “Description” field and “Office” field match the grade and school building for the student requesting a password reset.



- 9) Click on the **menu** tab in the middle of the screen to show the **Reset Password** option.



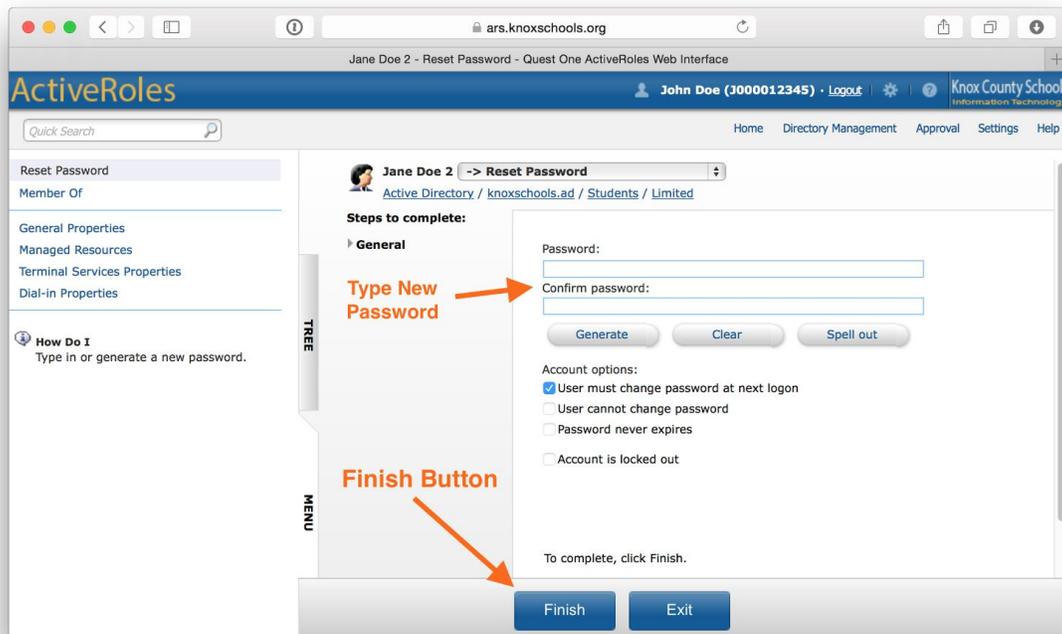
10) Click on **Reset Password** link in the upper left-hand portion of the screen.



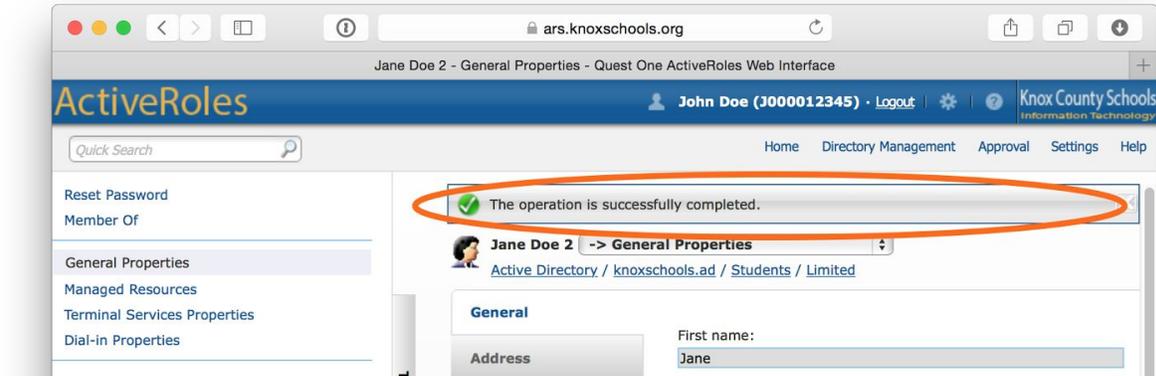
11) Enter the student's new password in the **Password** and **Confirm Password** boxes, then click **Finish**.

The password should meet the following requirements:

- a) Must be at least **6** characters and no longer than **16**.
- b) Cannot contain part of their ID number or name
- c) **Students with Knox County provided e-mail** must meet the staff password complexity requirement below
 - i) Lowercase letter (a-z)
 - ii) Uppercase letter (A-Z)
 - iii) At least one number (0-9)



12) If successful, you will be redirected back to the general properties page with the password change status at the top.



13) If you need to complete additional password changes, you can return to step 5 and use quick search field to search for additional students.

14) Once complete, please remember to **logout**.