Welcome to Knox County Schools! Please follow these steps to set your Active Directory password. This process will also activate your KCS email account.

1. Go to http://www.knoxschools.org/kcs (you must be in a Knox County School Building on a Knox County Schools computer….you cannot do this from home… or Starbucks)

2. Click on “For Staff” on the menu bar above the scrolling picture. This will give you the “Online Services” list.

3. From the Online Services list, choose “Password Manager”.

4. You will be prompted to enter your USERNAME. This is your 9-digit employee ID. If you were not given your 9-digit employee ID, you can contact helpdesk@knoxschools.org for assistance.

   a. If you enter your 9-digit employee ID and you receive THIS MESSAGE…..

      [No matching accounts have been found. Check your user name and try again.]

      …your staff record has NOT yet been created in the online system. Staff records can take up to 2 weeks (sometimes more @ the beginning of a school year) to be in the “system”. If this is the case, just exit out of Password Manager and try again tomorrow. Once your staff record is created, Password Manager will accept your USERNAME. That is how you will know you are in the “system”.

5. After you enter your username, enter the characters you see on the screen and click “OK”.

6. You will now be directed to set up your Questions and Answers Profile. You will be asked for a password. The default password for Password Manager is:

   UPPERCASE first letter of first name
   UPPERCASE first letter of last name
   last four digits of your employee ID#
   followed by lowercase:  kcs

   Example: John Smith whose employee ID is 000012345 would be JS2345kcs

7. Choose your three questions and answer them… click “next”. If you are successful, you will receive THIS MESSAGE:

   [Questions and Answers profile was successfully updated]

   Go to home page

8. Click on “Go to home page”.

9. From the home page, click on “Manage my Passwords”.

10. Type in your default password again (see above) and click “next"
11. You are now on the page where you will choose and enter your Active Directory password. Please read the password policy before choosing your password. Once you have typed in and confirmed your new password, click “next”. You have now successfully set up your ACTIVE DIRECTORY CREDENTIALS!

**USERNAME:** Your 9-digit employee ID  
**PASSWORD:** the password you just set in Password Manager

Your Active Directory Credentials will allow you access to many KCS online services, including:

- Computers on the KCS network
- Canvas
- The KCS website (Schoolwires) 
- Aspen (if you are given access by your school or the district)
- SchoolMessenger (if you are given access by your school or the district)

Below are other online services that have logins different from your Active Directory credentials:

**Office 365 Exchange Email** is our KCS email provider.

- **USERNAME:** Your KCS Email Address (FirstName.LastName@knoxschools.org)  
- **PASSWORD:** Your Active Directory password that you just set

**Frontline (formerly Aesop) Absence Management** to submit staff absences (if a substitute is required for your position). **No-substitute required positions will use Munis for time off entries.** See last page of this document for Munis login information.

- For **Frontline (Aesop)** login, contact Lisa Hoffman @ 594-1913

**School Dude - First Time User Instructions:** Reporting Technology Problems  
(Organization Number: 485421462)


**SchoolStream:** Submit Field Trip Forms, Accident Reports, Admin Surveys (This account may not be available until after the first few weeks of school). Passwords should be changed upon first login. If the below login doesn’t work, contact the HelpDesk as your account may not have been created.

- **Username:** 9-digit Employee ID  
- **Password:** 9-digit Employee ID

**Professional Development:** For access to professional development (certified and classified)

- Your contact is Brandy Hall @ 579-8018 x50201 or brandy.hall@knoxschools.org
Munis Employee Self Service: To access your payroll information & enter “time off” requests for no-substitute-required positions:

Go to: https://knoxschools.munisselfservice.com/

Click “Login” in the top right corner

- Username: <First Initial> <Last Name> <Last 4 digits of SSN>
  (no spaces, this is not case sensitive)

- Password: Initially, this is Last 4 digits of SSN
  (You will be directed to change your password on first login and your new password WILL BE case sensitive)

**Please contact the KCS IT HelpDesk with any questions:
594-1830 or helpdesk@knoxschools.org