



# Offline Laptop Password Reset

**Purpose** To change a password when disconnected from the Forsyth Tech network

**Start** Any time you need to reset an expired password while off campus.

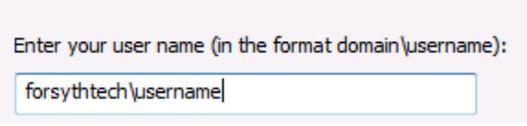
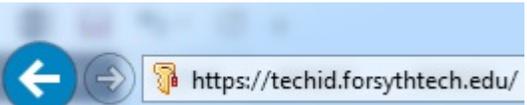
**Materials**

- Forsyth Tech laptop
- Separate computer or mobile device with internet access.

Actions	Do This
<p>1. From your Forsyth Tech laptop, navigate to the Windows login screen.</p> 	<p>a. If you are logged into the laptop, press <b>CTRL+ALT+DELETE</b> simultaneously on the keyboard, then select <b>Log Off</b>.</p> <p>b. If the laptop is not powered on, power the laptop on and wait until you get to the Windows login screen.</p>
<p>2. Select <b>Offline TechID Password Reset</b>.</p> 	<p>a. Press <b>CTRL+ALT+DEL</b> to log on.</p> <p>b. Select the option <b>Offline TechID Password Reset</b> to continue</p>
<p><b>NOTE:</b> You must know your current password to proceed.</p> <p>3. Follow the steps that pop-up.</p> 	<p>a. A window titled “Quest One Secure Password Extension” will open.</p> <p>b. Select <b>Next</b> to continue.</p>

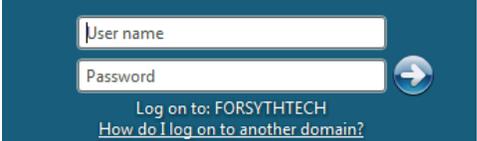


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Actions	Do This
<p><b>4. Enter username.</b></p>  <p>Enter your user name (in the format domain\username): forsythtech\username </p>	<p><b>a.</b> Enter the domain\username (<b>forsythtech\</b> is the domain). <b>Ex. forsythtech\TechID</b> (hint: TechID is the username you use to log into Techlink).</p> <p><b>b.</b> Click <b>Next</b> to continue.</p>
<p><b>NOTE:</b> To continue you will need a separate computer or mobile device with internet access.</p> <p><b>5. Make a note of the challenge code.</b></p>  <p>4. When prompted, enter the following challenge code:  EWVT-QW02-8Q3Z-A0VN-VSSP-CWXY-6DTY-NG9A</p>	<p><b>a.</b> Make a note of the challenge code (XXXX-XXXX-XXXX) located under step 4. You will need this code in a few steps.</p>
<p><b>6. On a separate computer or mobile device, open an internet browser, and navigate to the TechID Self-Service portal.</b></p>  <p>https://techid.forsythtech.edu/</p>	<p><b>a.</b> On the separate computer or mobile device, type <b>http://techid.forsythtech.edu</b> into the address bar of the web browser.</p> <p><b>b.</b> Enter your TechID and answer the captcha challenge.</p> <p><b>c.</b> Select <b>OK</b> to continue.</p>
<p><b>7. Locate and select <b>Offline Password Reset</b>.</b></p>  <p>Offline Password Reset Allows users to change their password and cacl the Forsyth Tech network.</p>	<p><b>a.</b> Select <b>Offline Password Reset</b> to continue.</p>
<p><b>8. Enter current password.</b></p>  <p>Password: Enter password</p>	<p><b>a.</b> Enter your current TechID password.</p> <p><b>b.</b> Select <b>Next</b> to continue.</p>



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Actions	Do This
<p><b>9.</b> Enter new password and challenge code from <b>Step 5</b>.</p> <p>New password:  <input type="password" value="••••••••"/></p> <p>Confirm new password:  <input type="password" value="••••••••"/>  <i>Passwords must match</i></p> <p>Enter the challenge code displayed on your locked computer  <input type="text" value="wvtqw028q3za0vnvsspcwxy6dtyng9a  X"/></p>	<p><b>a.</b> In the <b>New Password</b> field provide a new password that meets the requirements of the password policy listed on the screen.</p> <p><b>b.</b> Repeat the new password in the <b>Confirm New Password</b> field.</p> <p><b>c.</b> Enter the challenge code from <b>Step 5</b> in the last field.</p> <p><b>NOTE:</b> The challenge code is not case sensitive and the dashes are not required.</p> <p><b>d.</b> Select <b>Next</b> to continue.</p>
<p><b>10.</b> Make a note of the response code.</p> <p>Your response code is DQ0H-NDRZ-5NX1-MC1A-  Enter this code on your locked computer to log in.</p>	<p><b>a.</b> Make a note of the response code located on the screen (XXXX-XXXX-XXXX-XXXX).</p>
<p><b>NOTE:</b> You will now be using the Forsyth Tech laptop to finish. You no longer need the second device.</p> <p><b>11.</b> Enter the response code and new password into the Forsyth Tech laptop.</p>	<p><b>a.</b> On the laptop, enter the response code from <b>Step 10</b> in the <b>Response Code</b> field.</p> <p><b>b.</b> Enter the new password from <b>Step 9</b> in the <b>New Password Field</b>.</p> <p><b>c.</b> Re-enter the password in the <b>Confirm New Password</b> field.</p> <p><b>d.</b> Select <b>Next</b> to finish the password change.</p>
<p><b>12.</b> Log into your laptop with your username and new password.</p> 	<p><b>a.</b> Enter your TechID in the username field.</p> <p><b>b.</b> Enter your new password in the password field.</p> <p><b>c.</b> Press <b>Enter</b> on the keyboard to log in.</p>



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## Change Log

Version	Modifications	Made by
1.0	Original document	K McCann B Cline