

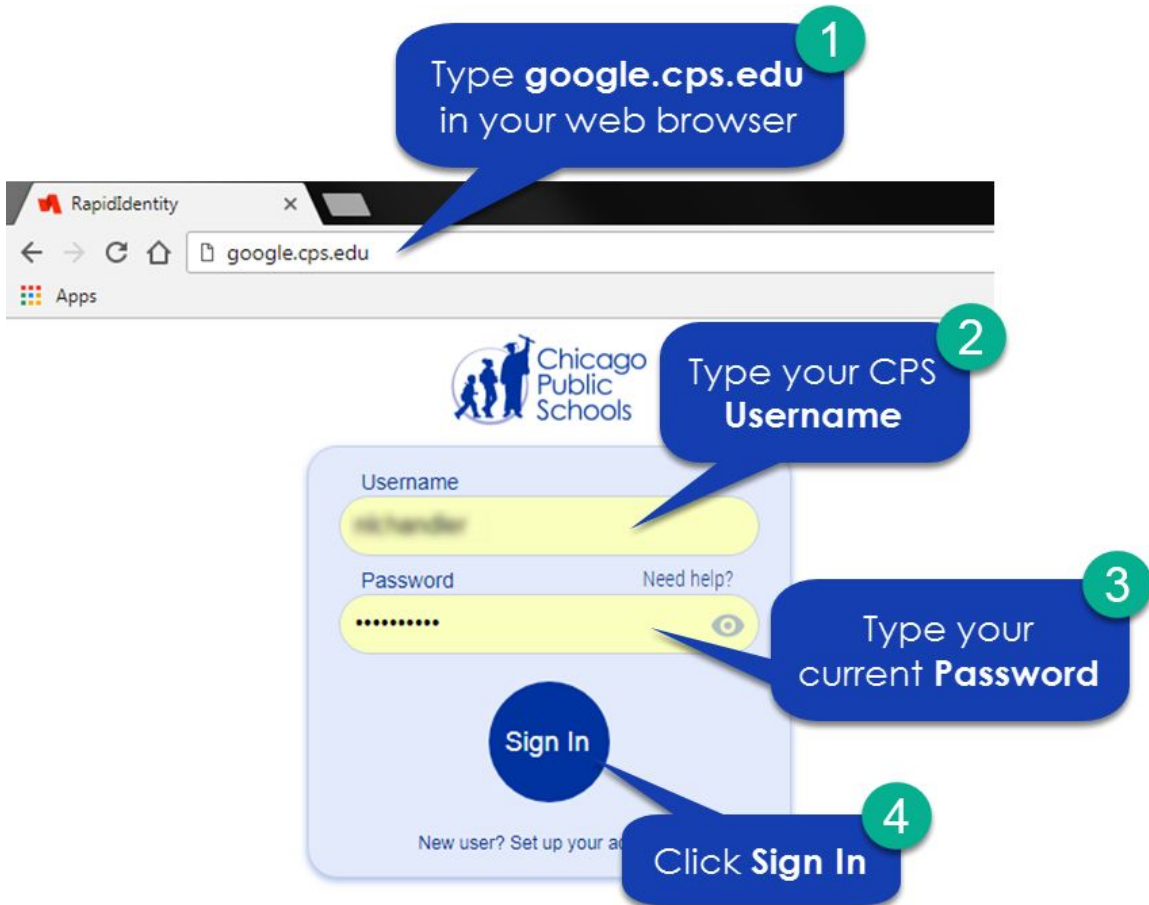
How to Create your Challenge Questions and Change your Password

For Students in Grades 4–12

Creating your Challenge Questions

Follow the instructions below to create your challenge questions. You will only need to create your challenge questions one time. You will only need to answer your challenge questions when you need to change your password.

1. Type **google.cps.edu** in your web browser.
2. Type your **CPS Username**.
3. Type your current **Password**.
4. Click **Sign In**.



The image shows a screenshot of a web browser window with the URL `google.cps.edu`. The page displays the Chicago Public Schools logo and a login form. The form has two input fields: 'Username' and 'Password'. Below the password field is a 'Sign In' button. There are four numbered callouts pointing to specific elements: 1. Points to the address bar containing 'google.cps.edu'. 2. Points to the 'Username' input field. 3. Points to the 'Password' input field. 4. Points to the 'Sign In' button.

After you sign in, you will see the screen below to create your challenge questions. Pick and answer **any three questions** and leave the rest blank. These questions will help you in case you forget your password.

1. Choose your first question and type your answer. **Click on the eye to check your spelling.**
2. Choose your second question and type your answer. **Click on the eye to check your spelling.**
3. Choose your third question and type your answer. **Click on the eye to check your spelling.**
4. Click Save.



The screenshot shows a user interface for creating challenge questions. It features three questions, each with an input field and a toggle eye icon. A 'Save' button is located at the bottom. Four numbered callouts provide instructions: 1. Points to the first question and its answer field. 2. Points to the second question and its answer field. 3. Points to the third question and its answer field. 4. Points to the 'Save' button. A separate callout points to the eye icon on the first question, indicating that it should be clicked to check spelling.

Please choose **THREE** questions and enter your answer. Answers must be unique. LEAVE ALL REMAINING QUESTIONS BLANK.

What was the first name of your first husband or girlfriend?
Enter your answer

What was the first name of your first husband or girlfriend?
Enter your answer

What was the first name of your first husband or girlfriend?
Enter your answer

Save

1 Choose your first question and type your answer

2 Choose your second question and type your answer

3 Choose your third question and type your answer

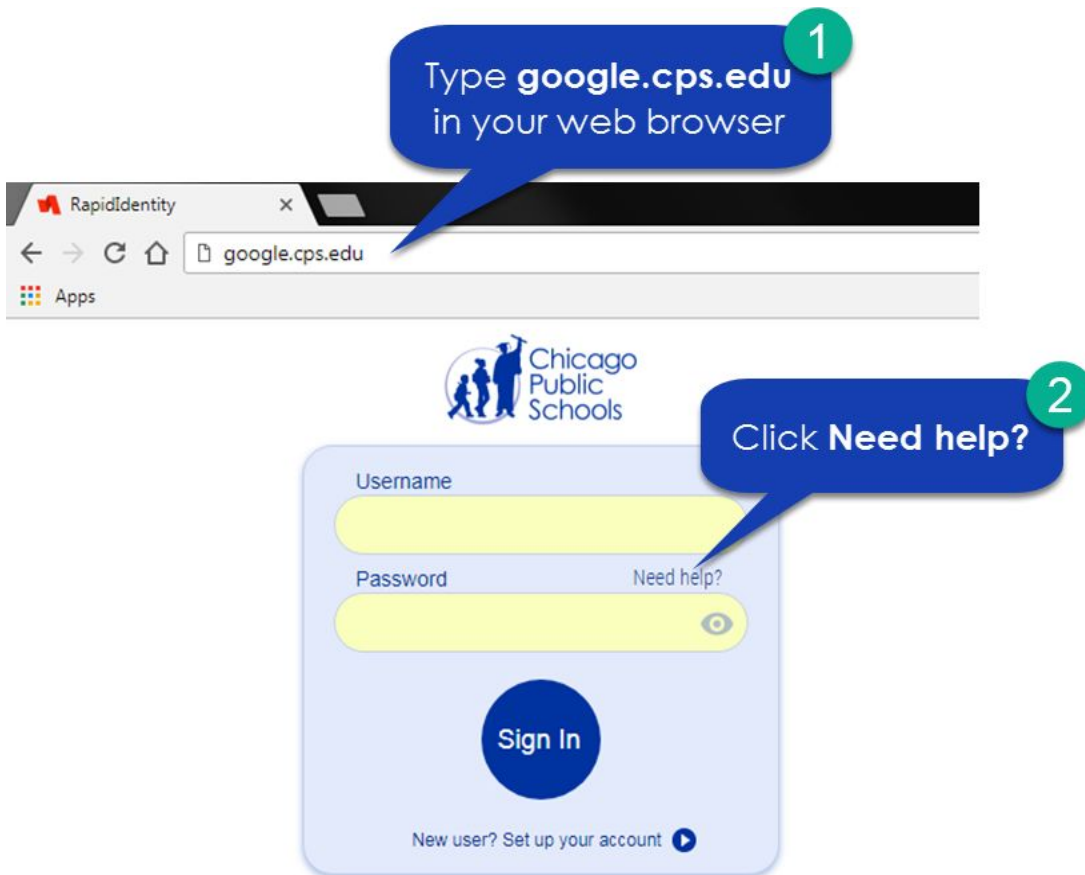
4 Click Save

Click on the **eye** to check your spelling

Changing Your Password

Follow the instructions below to change your CPS password using your challenge questions.

1. Type **google.cps.edu** in your web browser.
2. Click **Need Help?**



Type **google.cps.edu** in your web browser

Click **Need help?**

After you click **Need Help?** You will see the screen below.

1. Click **Forgot My Password**.



Click **Forgot My Password**

After you click **Forgot My Password**, you will see the screen below for **Step 1**.

1. Type your **Username**.
2. Click **Next**.



 Chicago
Public
Schools

Step 1 of 4

Enter your username to begin.

Username

If you do not know your username, please call the Support Office at (773) 624-4746. If you are a student, please ask your teacher for help.


Next

Type your **Username**

Click **Next**

After **Step 1**, you will see the screen below for **Step 2**.

1. Type the answer to your first challenge question. **Click on the eye to check your spelling.**
2. Type the answer to your second challenge question. **Click on the eye to check your spelling.**
3. Type the answer to your third challenge question. **Click on the eye to check your spelling.**
4. Click **Next**.



The screenshot shows a form titled "Step 2 of 4" with the instruction "Answer your challenge questions". It contains three text input fields, each with a "Next" button and a "Show/Hide" eye icon. The first field is labeled "What is your mother's maiden name? *", the second "What city were you born in? *", and the third "Where did you go on your first vacation? *". A "Next" button is at the bottom left, and a "* required" note is at the bottom left. Four numbered callouts (1-4) point to the eye icons and the "Next" button, with corresponding instructions: 1. "Type the answer to your first question", 2. "Type the answer to your second question", 3. "Type the answer to your third question", and 4. "Click Next". A separate callout points to the first eye icon with the text "Click on the eye to check your spelling".

Chicago Public Schools

Step 2 of 4

Answer your challenge questions

What is your mother's maiden name? *

.....

What city were you born in? *

.....

Where did you go on your first vacation? *

.....

Next

* required

1 Type the **answer** to your first **question**

2 Type the **answer** to your second **question**

3 Type the **answer** to your third **question**

4 Click **Next**

Click on the **eye** to check your spelling

After **Step 2**, you will see the screen below for **Step 3**.

1. Type your new password.
2. Type your new password again.
3. Click **Next**.



Step 3 of 4

Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.

Your password must be at least **8 characters in length** and contain **all 3 of the following criteria**:

- Uppercase letter (ABC)
- Lowercase letter (abc)
- Number (0-9)

For existing users, your new password cannot match any of your previous 5 passwords

New Password

Verify Password

Next

1 Type your new password

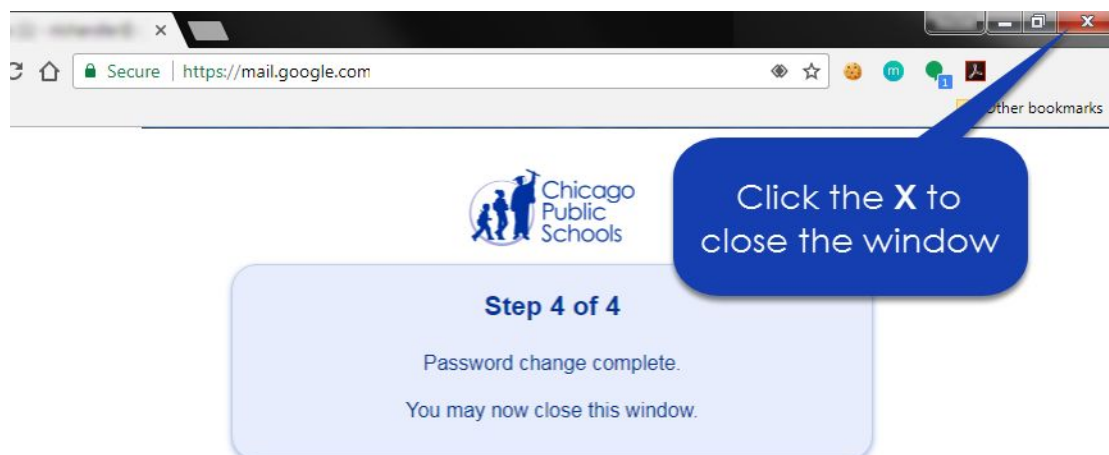
2 Type your new password again

3 Click Next

Click on the **eye** to check your spelling

After **Step 3**, you will see the screen below for **Step 4**. Your password change is complete.

1. Click on the **X** to close the window.



Step 4 of 4

Password change complete.
You may now close this window.

Click the **X** to close the window