

Changing Your Password or Resetting a Forgotten Password

For Students

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Forgot Your Password

If you forget your CPS password, you will have to use your challenge questions to create a new password. **If you do not remember the answers to your challenge questions, please ask your parent or guardian to email or call your teacher to reset your challenge questions before following the instructions below to create a new CPS password. If you have not set up challenge questions, please ask your parent or guardian to email or your teacher to reset your password. Students in grades PK-3 may not have challenge questions set and must contact their teacher for help.**

If you have never set up your CPS account, please click [here](#) for instructions on how begin using your account.

1. Click on this link: google.cps.edu, or type google.cps.edu in your web browser.
2. Click **Forgot Password?**

1
Type google.cps.edu
in your web browser



2
Click **Forgot
Password?**



Username

Password [Forgot Password?](#)

Sign In **Badge Login**

New user? [Set up your account](#)

After you click **Forgot Password?** You will see the screen below.

1. 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**.



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.**

NOTE: If you do not remember the answers to your challenge questions, please ask your parent or guardian to email or call your teacher to reset your challenge questions.

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 image shows a screenshot of the Chicago Public Schools interface for Step 2 of 4. The page title is "Step 2 of 4" and the instruction is "Answer your challenge questions". There are three text input fields, each with a red asterisk indicating a required field. The first field has a blue callout bubble with the number 1 and the text "Type the answer to your first question". A dotted line connects this bubble to an eye icon in the first input field. A grey box to the right of the first field contains the text "Click on the eye to check your spelling". The second field has a blue callout bubble with the number 2 and the text "Type the answer to your second question". The third field has a blue callout bubble with the number 3 and the text "Type the answer to your third question". At the bottom left, there is a blue circular button labeled "Next". A blue callout bubble with the number 4 and the text "Click Next" points to this button. A red asterisk and the text "* required" are visible at the bottom left of the form area.

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**.

The screenshot shows the 'Step 3 of 4' password change interface for Chicago Public Schools. It includes a 'New Password' field and a 'Verify Password' field, both with eye icons for visibility. A 'Next' button is at the bottom. Three callouts are present: a blue callout with a green '1' pointing to the 'New Password' field with the text 'Type your new password'; a grey callout with a dashed line pointing to the eye icon in the 'New Password' field with the text 'Click on the eye to check your spelling'; and a blue callout with a green '2' pointing to the 'Verify Password' field with the text 'Type your new password again'. A third blue callout with a green '3' points to the 'Next' button with the text 'Click Next'.

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.

The screenshot shows the 'Step 4 of 4' completion screen for Chicago Public Schools. The text reads 'Password change complete. You may now close this window.' A blue callout with a white 'X' points to the close button in the browser window's title bar with the text 'Click the X to close the window'.