



classroom
.cloud

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NetSupport

Using **classroom.cloud** to reset
student passwords

With **classroom.cloud** you can avoid wasted teaching time by giving teachers the option to change student passwords (currently Microsoft Azure AD credentials only).

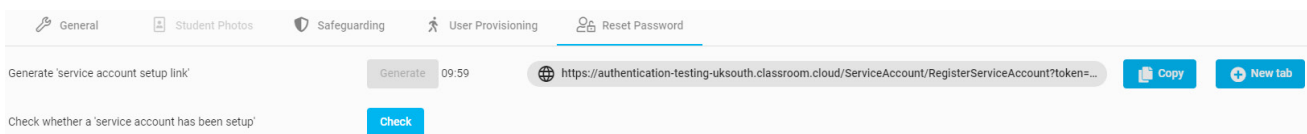
To make this feature available to teachers, a **classroom.cloud** administrator firstly needs to step through a two stage configuration process in the web portal.

Generating a Microsoft service account link

Step one requires you to generate a 'service account' link that is used to sync **classroom.cloud** with a service account in your AD environment dedicated to password resets.

This ensures that when the teacher is asked by a student to reset their password, the necessary student IDs are already known in the background and can be matched (or rejected) with the details entered by the teacher.

1. In the **classroom.cloud** web portal, select **Settings**, at organisation level or for a selected site.
2. Select **Integrations**.
3. As this feature is currently only supported for Microsoft Azure AD password resets, choose the **Microsoft Integrations** tile.
4. Click the **Reset Password** tab.



5. Click **Generate** to obtain the service account link.
6. Click the **Copy** button to take a copy of the generated URL (the link will expire after 10 minutes if not used).
7. The URL then needs pasting into a new browser tab. Either open a new browser tab yourself and paste the URL into it or click our provided **New tab** button. This will automatically paste the URL for you.
8. You will be directed to sign into a Microsoft account. This should be a new service account that is dedicated to password resetting. **Do not use your normal admin account**. The service account will require the Authentication Administrator role in order to reset passwords. You may also need to give the account Privileged Role Administrator rights briefly to accept the roles that are required for the password reset feature. If you do this, make sure to remove this role after it has got the required permissions for **classroom.cloud**.

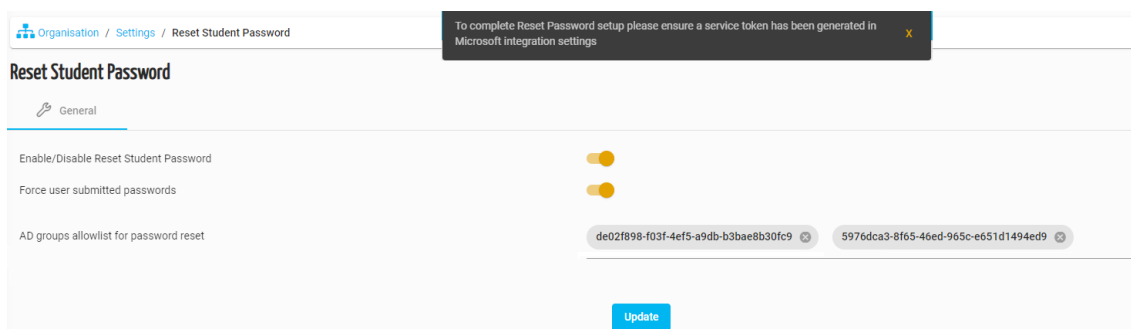
- Once you have linked up your service account, you can check that this has been processed correctly using the **Check** button. This will return the email address of the service account that will be used for password reset.

You are now ready to configure the second step of the setup process.

Enable Reset Password feature

Once the service account link has been established in the Microsoft integration settings, the second step is to use the **Reset Password** settings page to activate the feature for teachers. [classroom.cloud](#) also allows you to provide some security as to which student passwords the teacher can reset.

- From the **Settings** page in the web portal, again at organisation or site level, select **Reset Password**.



- Click to **enable/disable** the reset student password feature. This activates/deactivates the **Reset Student Password** icon in the Teacher Console.
- Decide if you want to force the teacher to enter the new student password each time. If not, the system will auto-generate the password. In hybrid password scenarios this setting **must** be enabled.
- Crucially, you should also specify the **object IDs** of your **student AD groups** in order to create an 'allowlist'. This ensures that the student ID/email entered by the teacher is checked before the password reset is approved.
- Click **Update** when the required settings have been entered. A warning message will appear reminding you to ensure the Microsoft integration part of the setup has been completed.

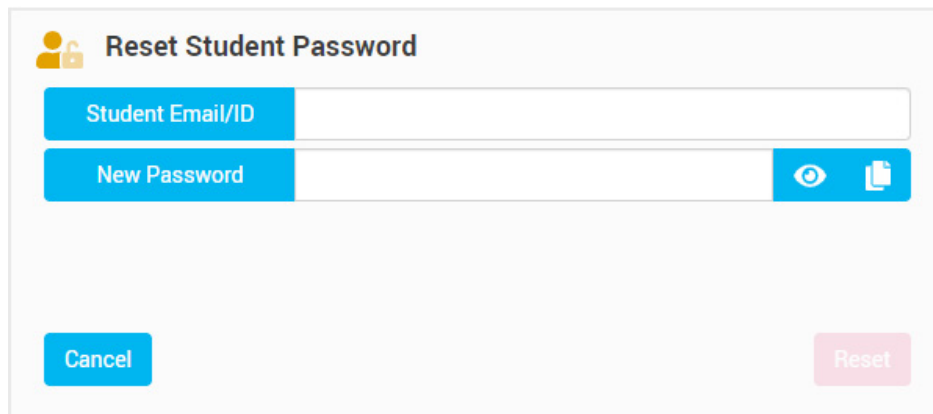
Resetting student passwords in the Teacher Console

With the required background settings in place, teachers will now be in a position to respond directly to any password reset requests they get from their students.....and in the process, hopefully saving the school tech some time and ensuring lesson time is maximised!

1. The teacher should start the class as usual from the **MyClasses** page in the web portal.
2. When the Teacher Console loads, the students who have remembered their password will of course connect to your **classroom.cloud** managed lesson as expected!
3. For those students who have forgotten, click the **Reset Student Password** icon on the toolbar.



4. Enter the **Student Email/ID** (Microsoft username).



The image shows a dialog box titled 'Reset Student Password'. It contains two input fields: 'Student Email/ID' and 'New Password'. The 'New Password' field has an eye icon and a copy icon to its right. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Reset' on the right.

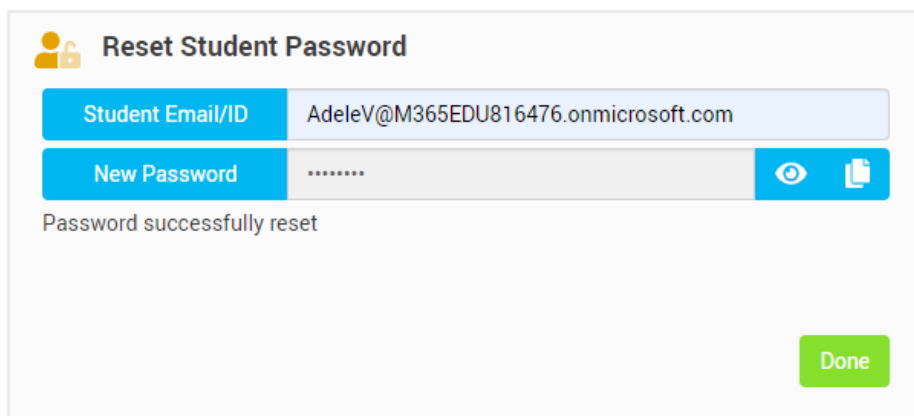
5. The teacher then has a choice as to how the **New Password** is created - manually entered or auto-generated. This is dependent on how the administrator has configured the '**Force user submitted passwords**' setting, as explained earlier.

If after entering the first four characters of the Student Email the **Reset** button becomes active, the new password will be auto generated. In this scenario, complete entering the student Email and click **Reset**. The new password will appear once the system has checked that the student details entered are valid.

If not, the teacher will need to enter the new password. The **Reset** button only becomes active when at least 8 characters of the password have been entered. When the full password has been entered, click **Reset**.

Note: The teacher should avoid using simple/weak passwords or ones that might appear on banned lists such as Password123.

In both scenarios, the password will be hidden but you can click the **view** icon to reveal the characters. Alongside that, you also have a **copy** icon that enables you to paste the password in a message to the student (the characters will still be copied even if the password on screen is hidden).



Reset Student Password

Student Email/ID: AdeleV@M365EDU816476.onmicrosoft.com

New Password:

Password successfully reset

Done

6. When the student attempts to sign in with the new password they will be prompted to create a new password.

If you require any additional help with this procedure, our [Support Team](#) will be happy to assist.

Thank you!
The **classroom.cloud** Team (and friend!)

