



classroom
.cloud

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NetSupport 

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

Avoid wasted lesson time by giving teachers the option to change student passwords.

classroom.cloud currently supports password resets for Microsoft accounts only - Entra ID (formerly Azure AD) and on-prem Active Directory.

The type of account determines how **classroom.cloud** needs to be configured to allow teachers to do password resets in each environment.

Configuring **classroom.cloud** for Entra ID password resets

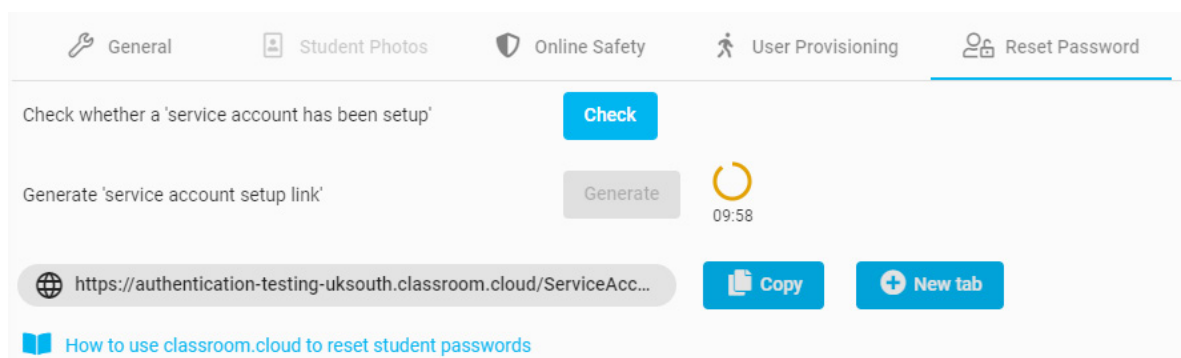
If your student accounts are managed in Entra, it is a two-step process to configure **classroom.cloud** to allow teachers to reset the passwords.

Generating a Microsoft service account link

Firstly, you need to generate a 'service account' link that is used to sync **classroom.cloud** with a service account in your Entra ID 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 organization level or for a selected site.
2. Select **Integrations**.
3. As this feature is currently only supported for Microsoft Entra ID password resets, choose the **Microsoft Integrations** tile.
4. Click the **Reset Password** tab.

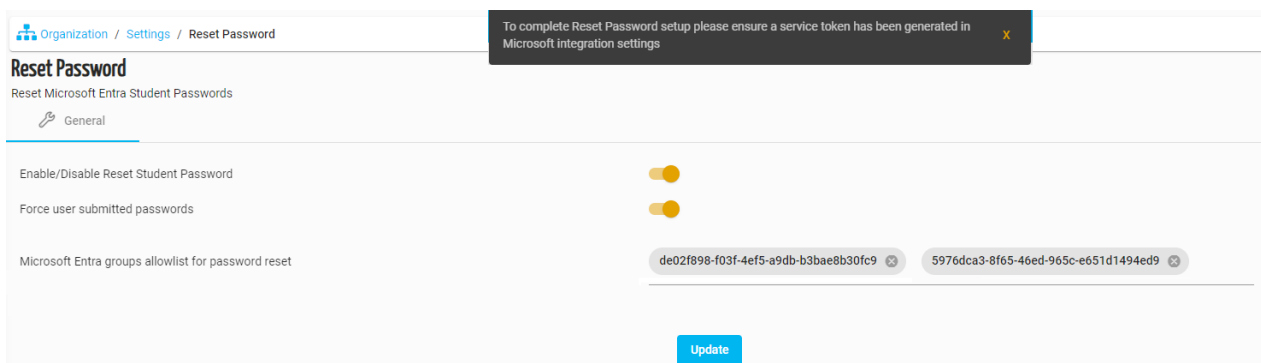


5. Using the **Check** button you can establish if a service account has been setup. This will return the email address of the service account that will be used for password reset.
6. To create a new service account link, click **Generate**.
7. Click the **Copy** button to take a copy of the generated URL (the link will expire after 10 minutes if not used).
8. 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.
9. 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](#).

Enable Reset Password feature for Entra managed accounts

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.

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



2. Click to **enable/disable** the reset student password feature. This activates/deactivates the **Reset Student Password** icon in the Teacher Console.

3. 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.
4. Crucially, you should also specify the **object IDs** of your **student Entra 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.
5. 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.

Configuring **classroom.cloud** for on-premise AD password resets

A different approach is taken to allow password resets for on-premise Active Directory managed accounts. In addition to the required **classroom.cloud** settings, as password resets are normally handled by school techs, you must also ensure that the teachers have the required AD access rights to be able to reset passwords.

Enabling on-premise AD password resets in the **classroom.cloud** web portal

For on-premise AD accounts you need to enable the password reset option (introduced in version 1.28) for each of your **classroom.cloud** device groups that contain 'teacher' devices.

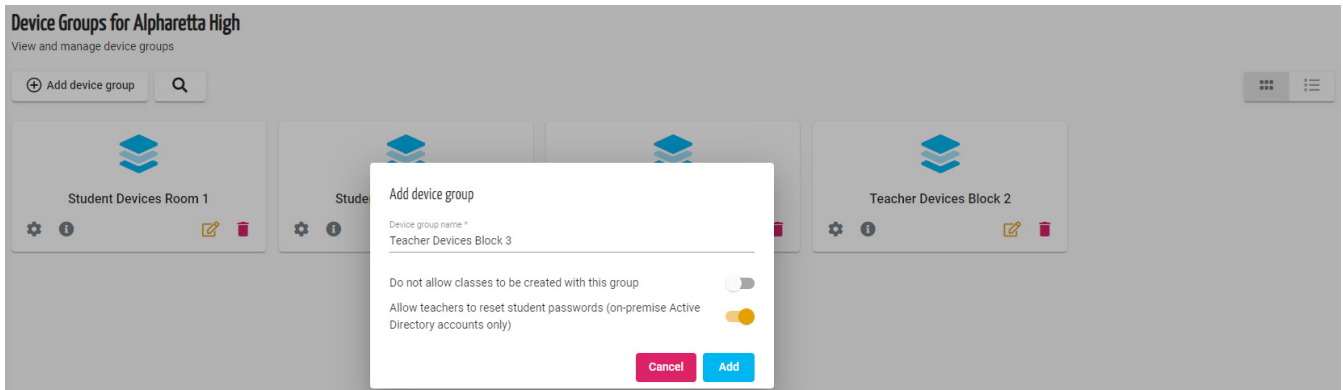
When we think about device groups in **classroom.cloud** it is easy to focus on how devices used by students are organized in order to facilitate a remote connection between a teacher or technician device and a student machine.

However, with a task like password resets, you need to differentiate between devices that can be used for password resets (teachers) and those that most definitely cannot (students)!

Once the required 'teacher' device groups are configured, when the teacher right-clicks the **classroom.cloud** student application installed on their machine, a **Reset Password** setting will be available. This therefore means that unlike Entra ID accounts, the teacher does not use the password reset option in the Teacher Console.

Note: The teacher devices will need to be running the **classroom.cloud** Windows Student application version 1.90.0.0 and above.

1. In the web portal select **Sites** and choose the required **Site**.
2. Select **Device Groups**. You can enable the password reset option for any of your existing device groups (by clicking the edit icon for the required group) or when adding a new group. But remember, any devices you enroll into **classroom.cloud** that you want to assign to the group, need to be teacher machines!



3. Ensure the ***Allow teachers to reset student passwords (on-premise Active Directory accounts only)*** setting is enabled (as mentioned, this option was introduced in version 1.28).
4. Click **Add** to save the group.

With the setting enabled, any enrolled devices (running the Windows Student application version 1.90.0.0 and above) assigned to the group will now offer the Reset Password feature in the **classroom.cloud** Student system tray icon. More details follow about the process for resetting the passwords.

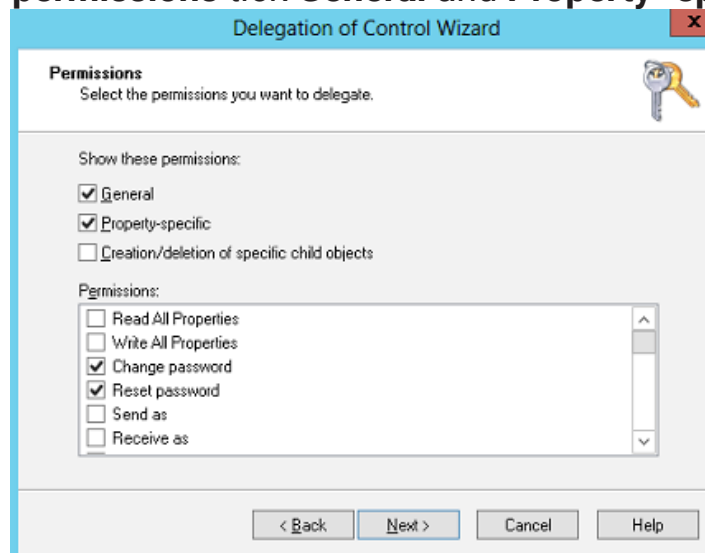
Grant access for teachers to reset Active Directory passwords

Having configured **classroom.cloud** for on-premise AD password resets, you now need to ensure the teachers also have the required reset password permissions in Active Directory itself.

Use the **Delegation of Control** wizard to enable access for the required Active Directory security group or the individual users.

1. On a domain machine, log in as a domain administrator with Remote Server Administration Tools installed.
2. Create a global security group and add the required teacher user accounts.

3. To delegate the required permissions to the security group:
 - Click **Start**, followed by **Run**. Type **dsa.msc** in the Open box, and click **OK**.
 - Right-click on the Organizational Unit containing the student users who you wish to reset the passwords of and click **Delegate Control**.
 - Click **Next** followed by **Add**.
 - Enter your **security group name**, click **Add** followed by **OK**.
 - Click **Next** and select **Create a custom task to delegate** and click **Next**.
 - Click **Only the following objects in the folder**, select the **User objects** checkbox, and click **Next**.
 - In **Show these permissions** tick **General** and **Property-specific**.



- In **Permissions** tick **Change password** and **Reset password**.
- In addition, you may also want to allow the unlocking of accounts. Tick the **Read lockout Time** and **Write lockout Time** permissions.
- To force a password change at next logon, you can select the **Read pwdLastSet/Write pwdLastSet** and **Read userAccountControl/Write userAccount Control** permissions.
- Once the required permissions are enabled, click **Next**, followed by **Finish**.

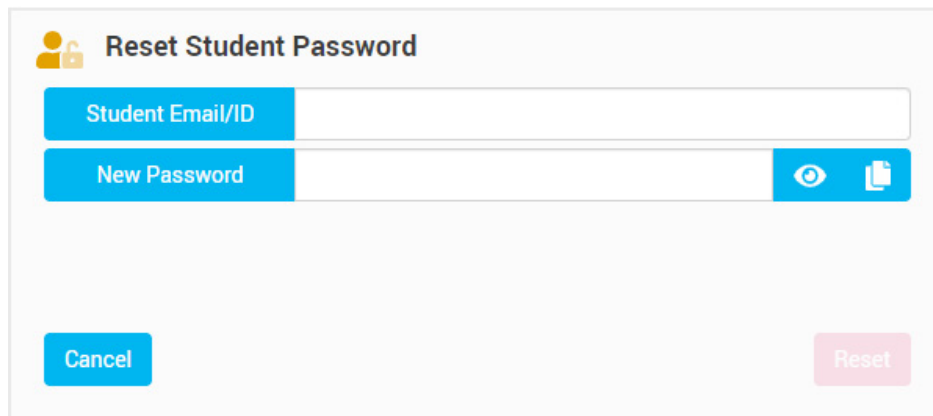
Resetting Entra ID student passwords in the Teacher Console

With the required Microsoft Integration and Reset Password settings enabled in the web portal by a **classroom.cloud** administrator, teachers will now be in a position to respond directly to any password reset requests they get from their students using the **Reset Student Password** icon in the Teacher Console.

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 the **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" with a person and padlock icon. 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 left is a blue "Cancel" button, and at the bottom right is a pink "Reset" button.

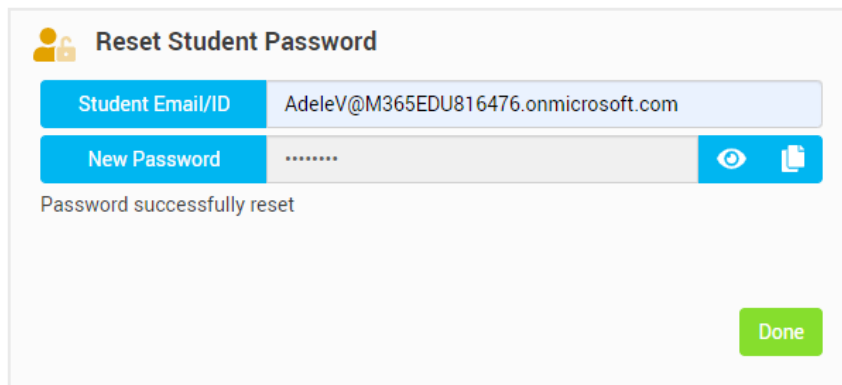
5. The teacher then has a choice as to how the **New Password** is created - manually entered or auto-generated. This is dependent on how the administrator has configured the '**Force user submitted passwords**' setting, as explained earlier.

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).



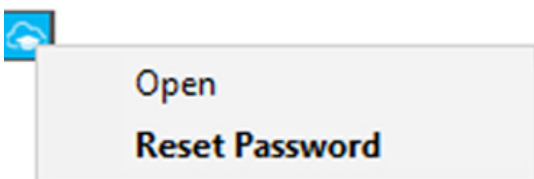
6. When the student attempts to sign in with the new password they will be prompted to create a new password.

Resetting on-premise Active Directory student passwords

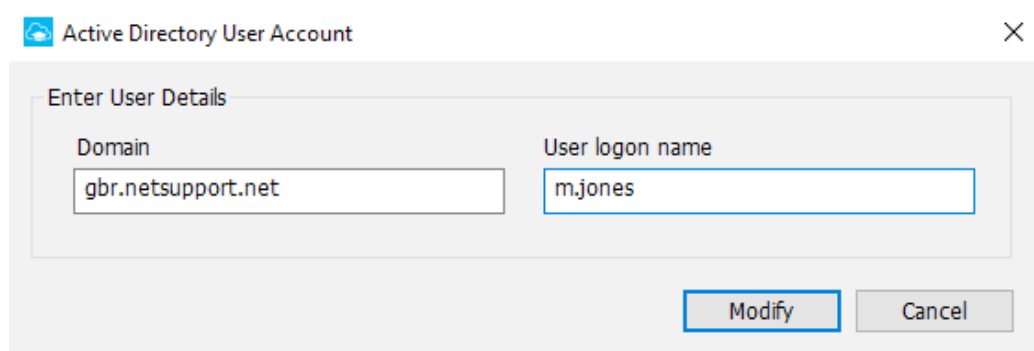
As previously mentioned, when you have created a device group that has the *Allow teachers to reset student passwords (on-premise Active Directory accounts only)* setting enabled, it allows any device assigned to the group to be used for on-premise AD password resets.

You therefore need to be sure that only 'teacher' devices are assigned to the group.

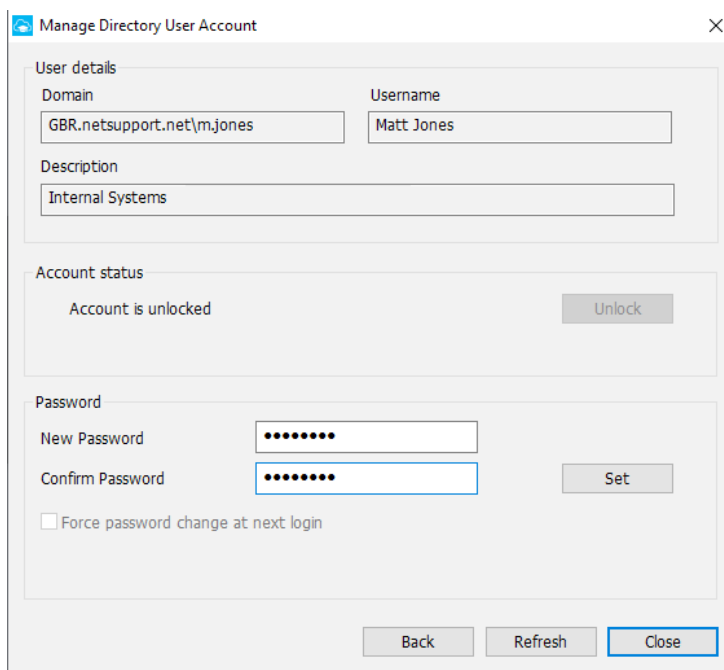
1. At the teacher machine, right-click the **classroom.cloud** Student application icon in the system tray (Windows Student version 1.90.0.0 and above).
2. Click the **Reset Password** option.



- This will open the **Active Directory User Account** dialog. We explained earlier that the teacher needs to be delegated the required Active Directory password reset permissions to be able to complete these steps. Enter your domain name followed by the student logon name. Click **Modify**.



- The student account details will be confirmed and you can now enter the new password details. Click **Set**. If while trying to remember their login credentials the student has locked their account, you also have the option to unlock it. Finally, decide if you want force the student to change the password when they next login. With the new password set, click **Close**.



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!)

