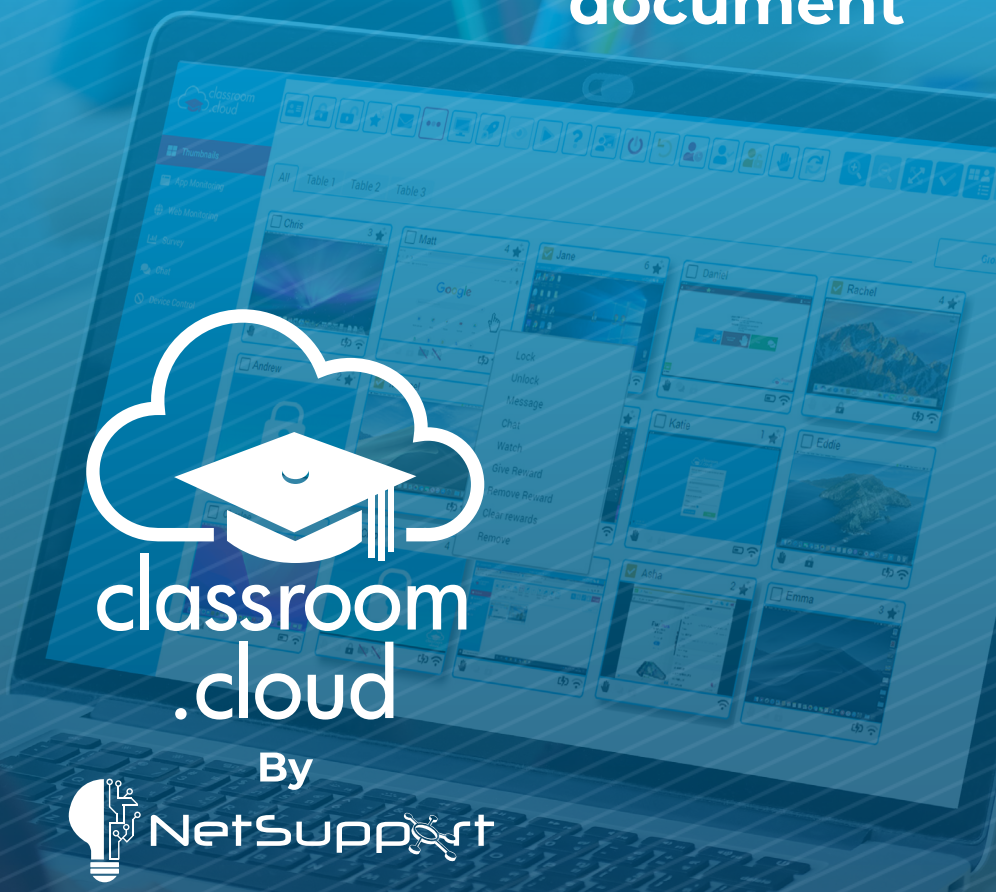
Technical document



classroom.cloud

By NetSupport

Using classroom.cloud to reset student passwords

Use classroom.cloud to reset student passwords

Avoid wasted teaching time by giving teachers the ability to reset student passwords directly. **classroom.cloud** currently supports password resets only for Microsoft accounts - including Entra ID (formerly Azure AD) and on-premise Active Directory.

The type of account determines how you need to configure **classroom.cloud** and whether teachers require additional access rights outside of the **classroom.cloud**.

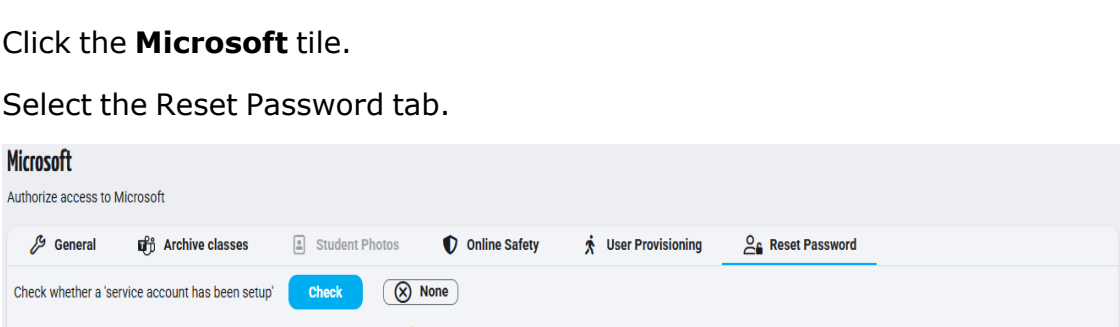
Configure password resets for Entra ID accounts

If your student accounts are managed in Entra ID, it's a two-step process to configure **classroom.cloud** to enable teacher password resets.

Step 1 - Generate a Microsoft service account link

First, generate a service account link to sync **classroom.cloud** with a service account in your Entra ID environment dedicated to password resets. This ensures student IDs are matched or rejected automatically when a teacher attempts a reset.

1. In the **classroom.cloud** Web Portal, select **Settings** at organization level or for a selected site.
2. Select **Integrations**.
3. Click the **Microsoft** tile.
4. Select the Reset Password tab.



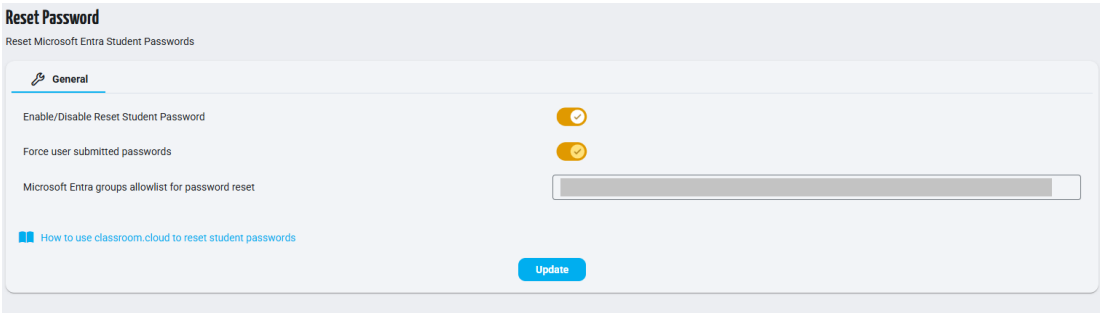
5. To see if a service account is already set up, click **Check**. If it has, the associated email address of the service account used for password resets appears.
6. To create a new service account link, click **Generate**.
7. Click **Copy** to copy the generated URL (the link expires after 10 minutes if not used).

8. Paste the URL into a new browser tab or click **New tab** to open it automatically.
9. You are asked to sign in to a Microsoft account.
    - This should be a new service account dedicated to password resets.
    - Do not use your normal admin account.
    - The service account requires the Authentication Administrator role to reset passwords.
    - You may need to assign the account Privileged Role Administrator rights temporarily to grant the required permissions. Remove this role after it has got the required permissions for **classroom.cloud**.

Step 2 - Enable the reset password feature for Entra-managed accounts

Once you've linked the service account in the Microsoft integration settings, use the Reset Password settings page to activate the feature for teachers. **classroom.cloud** also enables you to provide some security as to which student passwords the teacher can reset.

1. In the **classroom.cloud** Web Portal, select **Settings** at organization level or for a selected site.
2. Select **Reset Password**.



3. Click to enable/disable the Reset Student Password feature. This controls the **Reset Student Password** icon in the Teacher Console.
4. Decide if you want to force the teacher to enter the new student password each time. If not, the system automatically generates the password. In hybrid password scenarios, this setting must be enabled.
5. Specify the object IDs of your student Entra groups to create an allowlist. This ensures that the student ID/email entered by the teacher is checked before the password reset is approved.

Note: The allowlist groups must be security groups.

6. Click **Update**. A warning message appears, reminding you to ensure the Microsoft integration part of the setup has been completed.

Configure classroom.cloud for on-premise Active Directory 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, you must also ensure teachers have the necessary AD access rights to reset passwords.

Enable on-premise Active Directory password resets

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's easy to focus on how devices used by students are organized to facilitate a remote connection between a teacher or technician device and a student machine. However, for password resets, it’s important to distinguish teacher devices (which can reset passwords) from student devices (which cannot).

Once you configure the required teacher device groups, teachers can right-click the **classroom.cloud** student application installed on their machine to access the **Reset Password** option. This means, unlike Entra ID accounts, the teacher does not use the **Password Reset** option in the Teacher Console.

Note: Teacher devices must be running the **classroom.cloud** Windows Student application version 1.90.0.0 and above.

1. Select **Device Groups**.
2. You can edit an existing device group (click the **Edit** icon) or add a new one. Ensure the device group includes only teacher machines.

   Enable the **Allow teachers to reset student passwords (on-premise Active Directory accounts only)** setting.
3. Click **Add** to save the group.

Once enabled, any enrolled devices (running the Windows Student application version 1.90.0.0 and above) assigned to the group will display the **Reset Password** option in the **classroom.cloud** Student system tray icon.

Grant access for teachers to reset Active Directory passwords

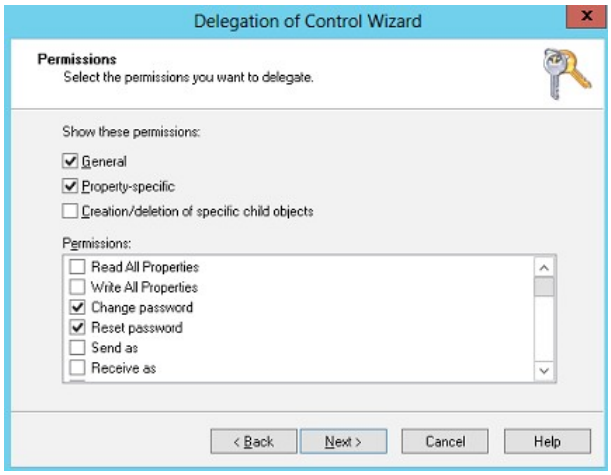
Having configured **classroom.cloud** for on-premise AD password resets, you now need to give teachers the required reset password permissions in Active Directory using the Delegation of Control wizard.

On a domain machine, log in as a domain administrator with Remote Server Administration Tools installed.

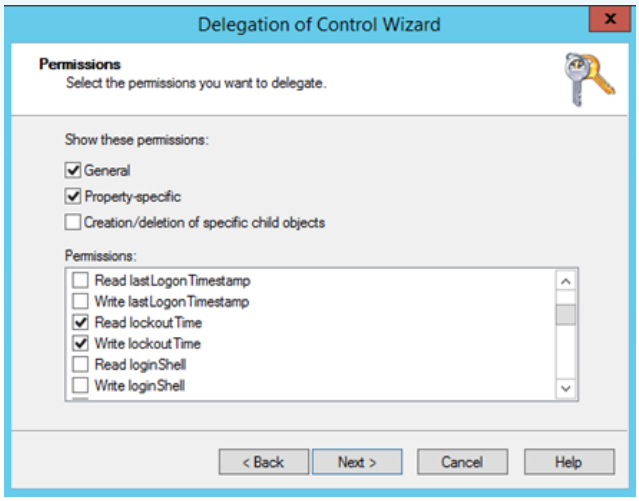
Create a global security group and add the required teacher user accounts.

Delegate the permissions to the security group:

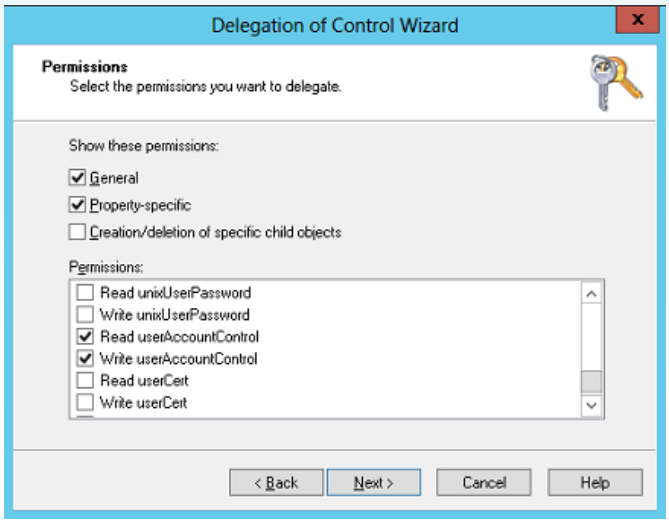
1. Click **Start** > **Run**, type dsa.msc in the Open box, and click **OK**.
2. Right-click the organizational unit containing the student users you want to reset the passwords of and click **Delegate Control**.
3. Click **Next**, then **Add**.
4. Enter your security group name, click **Add**, and then **OK**.
5. Click **Next**, select **Create a custom task to delegate** and click **Next**.
6. Click **Only the following objects in the folder**, select the **User objects** checkbox, and click **Next**.
7. Select **General** and **Property–specific**.
8. In the list of permissions, select the checkboxes:
    - To enable change password, select the following:



- To allow the unlocking of accounts, select the following:



- To enable force password change at the next logon, select the following:



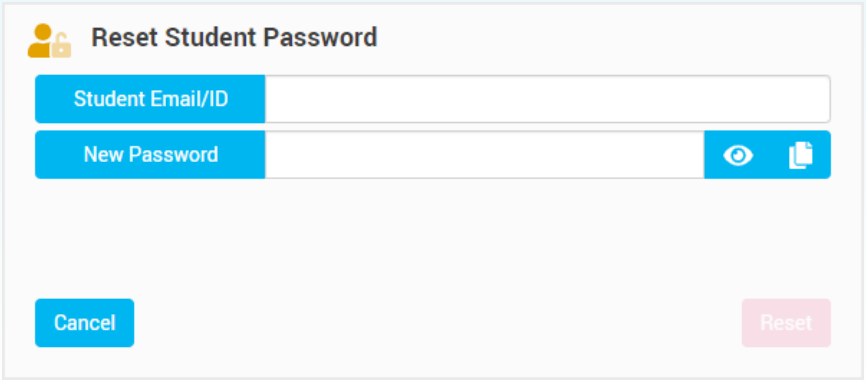
9. Click **Next**, then **Finish**.

Reset 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 can now reset student passwords directly from the Teacher Console.

1. Start the class from the My Classes page in the Web Portal.
2. When the Teacher Console loads, students who remember their password will join the lesson automatically.
3. For those students who have forgotten, click the **Reset Student Password** icon in the toolbar.

4. Enter the Student email/ID (Microsoft username).



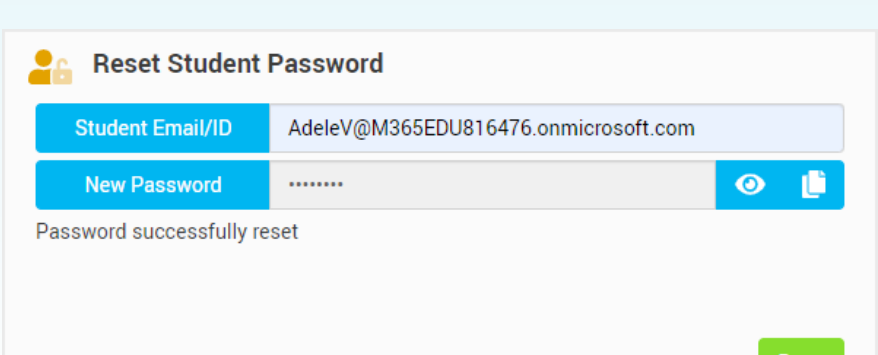
5. The teacher then has a choice as to how the new password is created - manually or auto-generated. This depends on how the administrator has configured the **Force user submitted passwords** setting.

   If, after entering the first four characters of the student email, the **Reset** button activates, the new password is auto-generated. In this scenario, complete entering the student email and click **Reset**. The new password appears once the system has checked that the student details entered are valid.

   If not, the teacher needs to enter the new password. The **Reset** button only becomes active when at least eight characters of the password have been entered. Enter the full password and click **Reset**.

   Note: Avoid using simple/weak passwords or ones that might appear on banned lists such as Password123.

   In both scenarios, the password is hidden by default. Click the **View** icon to reveal it or click the **Copy** icon to paste it into a message to the student (it will copy even if hidden).

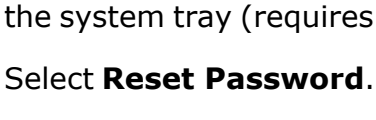


6. When the student signs in with the new password, they are prompted to create a new one.

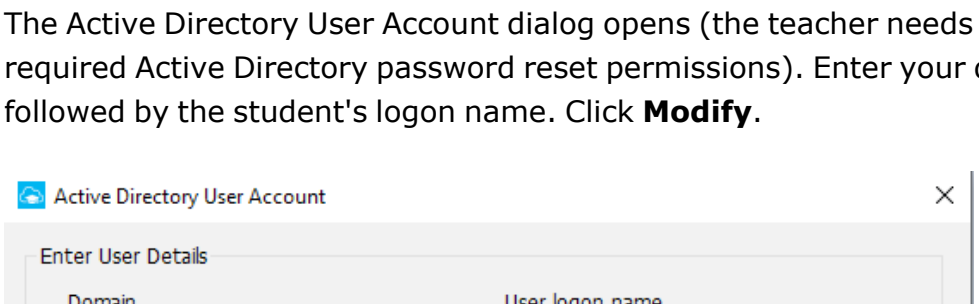
Reset on-premise Active Directory student passwords

When you have created a device group with the **Allow teachers to reset student passwords (on-premise Active Directory accounts only)** setting enabled, devices assigned to the group can reset AD passwords. Ensure only teacher devices are in the group.

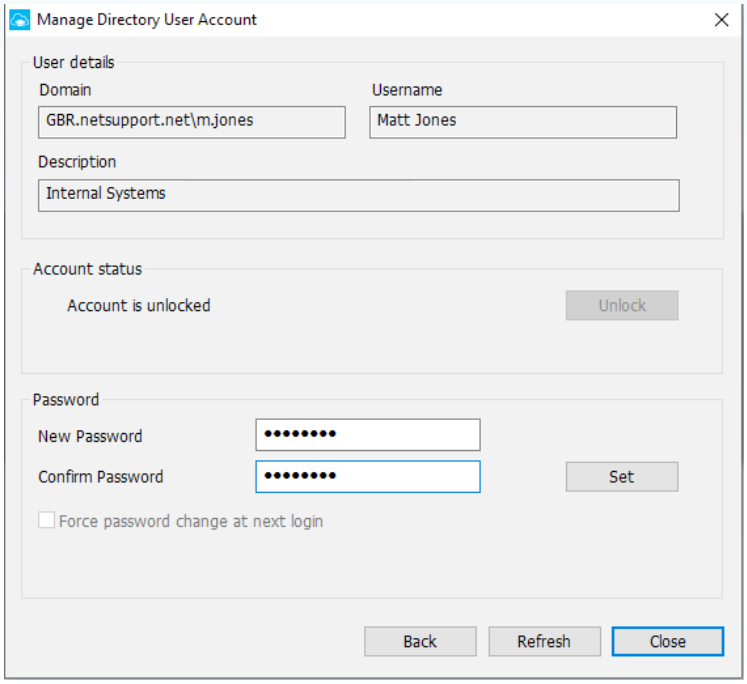
1. On the teacher's machine, right-click the **classroom.cloud** Student application icon in the system tray (requires Windows Student version 1.90.0.0 and above).
2. Select **Reset Password**.



3. The Active Directory User Account dialog opens (the teacher needs to be delegated the required Active Directory password reset permissions). Enter your domain name followed by the student's logon name. Click **Modify**.



4. The student account details are confirmed and you can enter the new password. Click **Set**. If the student has locked their account, you can unlock it here. Finally, decide if you want to force the student to change the password when they next log in. Click **Close**.



If you require any additional help our Support team will be happy to assist.