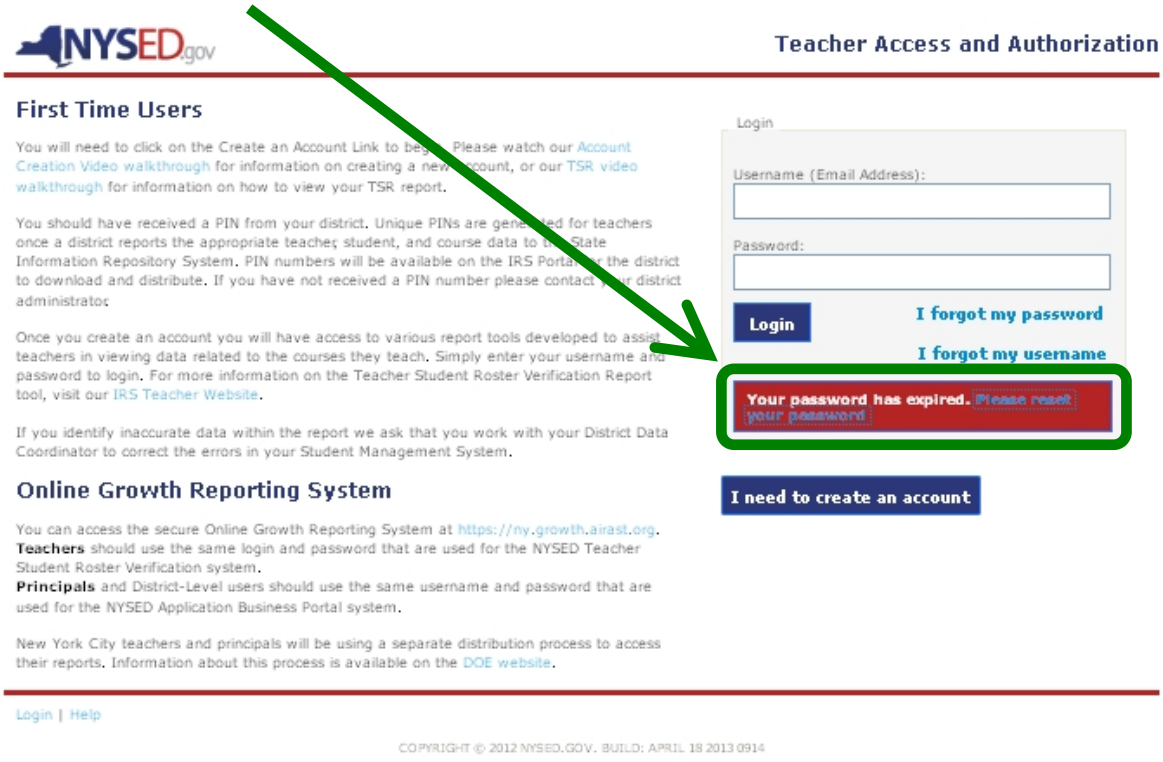
Resetting Your NYSED Teacher Portal Password

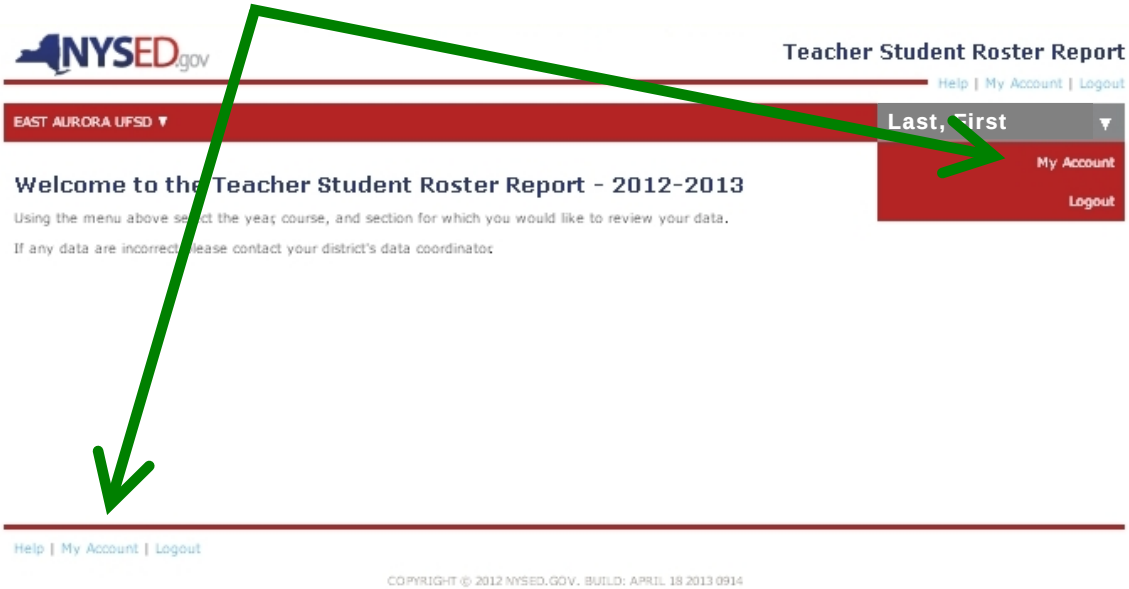
To keep your NYSED Teacher Portal account active, you MUST login AT LEAST once every six months.

If you have not accessed your account within the past six months, you may be prompted to reset your password when you attempt to login:

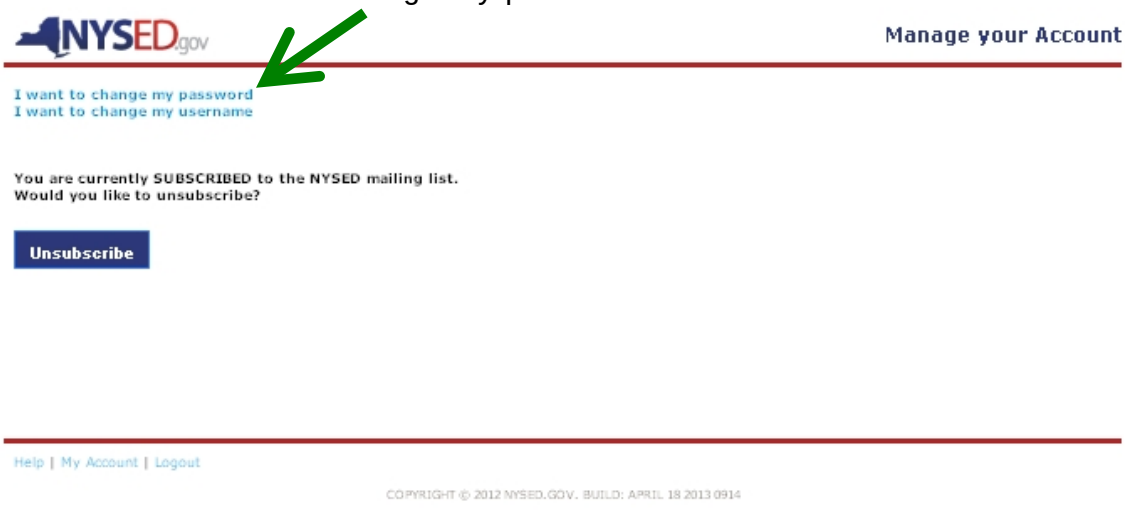


If you know that you haven't logged in to your account in over six months, but you don't receive the Expired Password/Password Reset message shown above, please follow these steps after you get logged in:

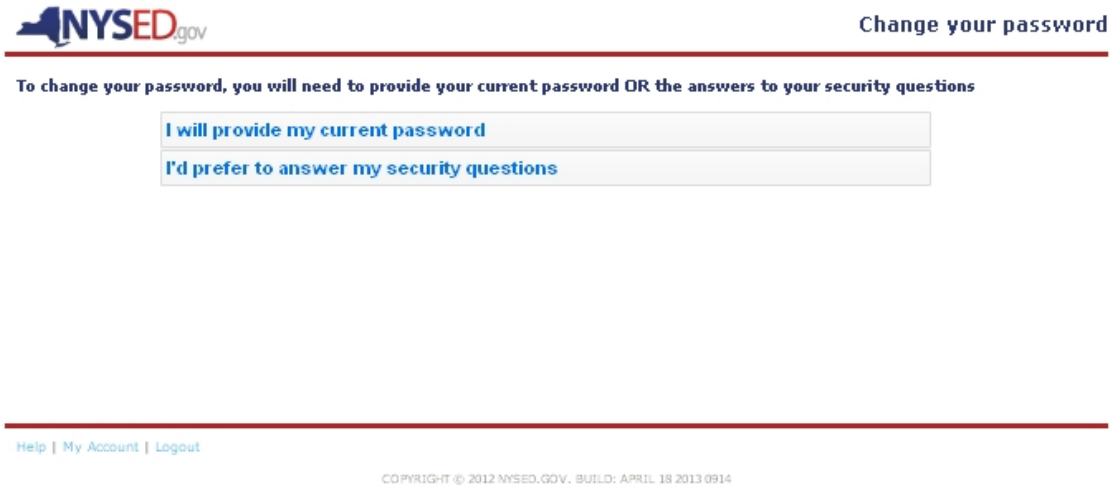
1. Click the My Account link



2. Click the "I want to change my password" link



3. Choose the method you want to use to reset your password



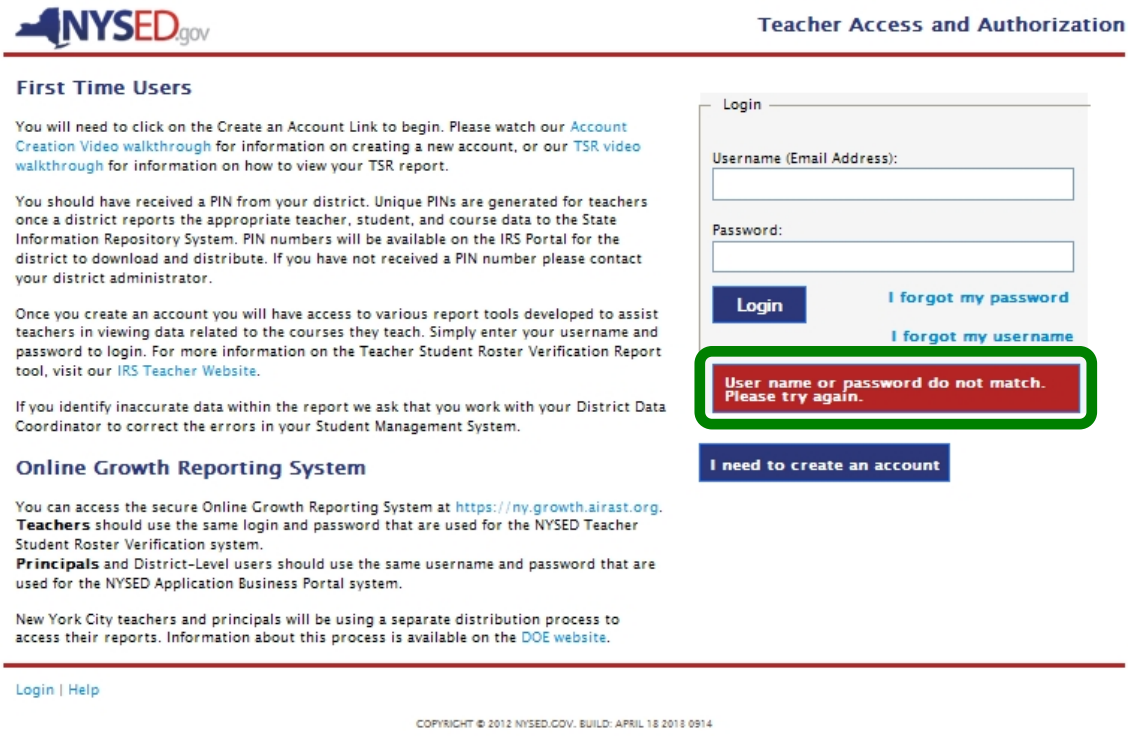
4. Fill in the fields on the "Change your password" screen. It is recommended that you just append a number to your District password to create your new password.

5. Click the Change My Password button.

See the next page for the procedure to follow if you get a message that your "User name or password do not match."

If you get a message that your "User name or password do not match,"

1. Click the "I forgot my password" link
2. You will be prompted to enter your Username (district email address) and the answers to your two security questions
3. The answers to the security questions must be entered **exactly** as you entered them when you created your account, or you will not be granted access. In that case, you'll need to follow the steps below the graphic.



I tried to reset my password but I am stuck at the answers to my security questions. What do I do?

- Because of NYSED's security protocols they cannot give out answers to security questions either over the phone or through email. If you cannot remember your security questions please go to their TSRV self-help menu
- At the self-help menu choose the *"I forgot the answers to my security questions"* option.
- You will need to enter your username and your TEACH ID# in the spaces provided and then click the *"Delete my Account"* button. (Contact Jane Roesser at extension 2329 if you don't know your TEACH ID.)
- Your account will be placed in a queue to be deleted and NYSED will send an email to your username address asking you to confirm your request to delete the account.
- Clicking on the confirmation link in the email will finalize the account deletion and trigger a new PIN being generated for you and sent to the district.
- When an account is deleted on Monday through Thursday before 5PM, a PIN is generated to the district the next morning. When an account is deleted after 5 PM Friday, a PIN is generated to the district the following Monday.
- After we give you your new PIN, you will be able to create a new account by starting the process from the beginning.