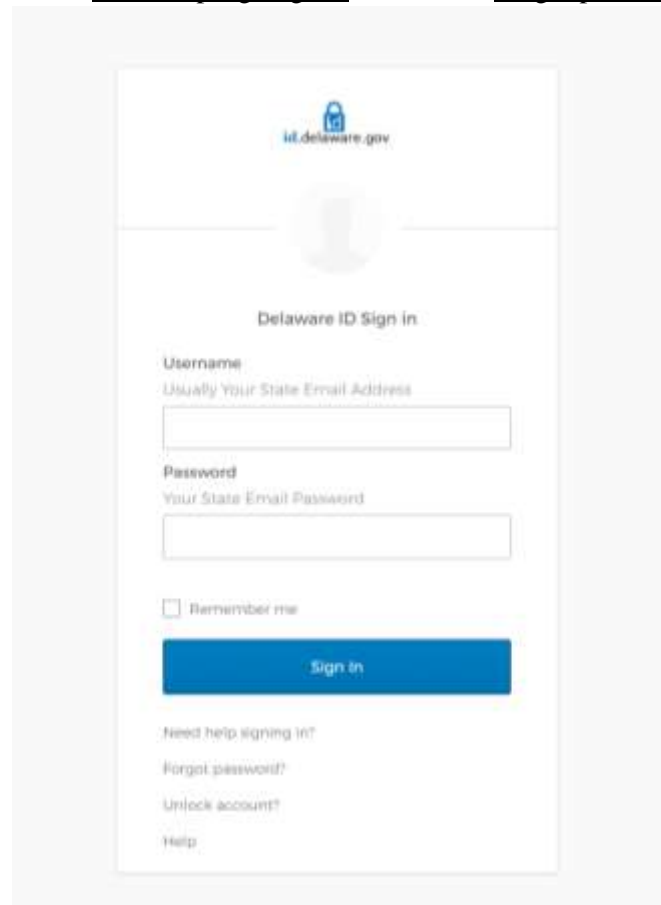


Having problems accessing your Data Service Center/Windows/Outlook Email?

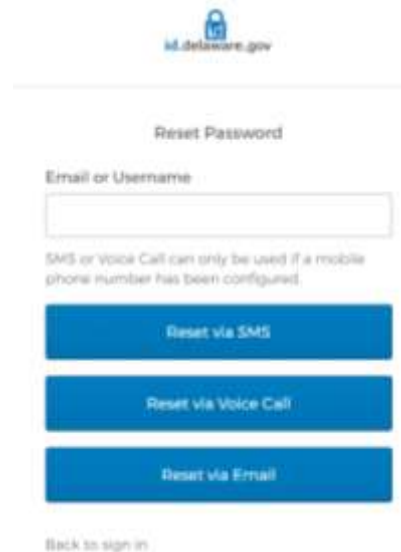
You can request a password reset remotely by access <https://id.delaware.gov>

Click on Need help signing in? and choose Forgot password?



The screenshot shows the Delaware ID Sign in page. At the top, there is a logo for id.delaware.gov. Below the logo is a large, faint image of a person. The main heading is "Delaware ID Sign in". There are two input fields: "Username" (with the note "Usually Your State Email Address") and "Password" (with the note "Your State Email Password"). Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the page, there are four links: "Need help signing in?", "Forgot password?", "Unlock account?", and "Help".

Enter your Smyrna.k12 email address and choose the Reset via type you initially setup with the system.



The screenshot shows the Delaware ID Reset Password page. At the top, there is a logo for id.delaware.gov. Below the logo is a large, faint image of a person. The main heading is "Reset Password". There is an input field labeled "Email or Username". Below the input field is a note: "SMS or Voice Call can only be used if a mobile phone number has been configured." There are three blue buttons: "Reset via SMS", "Reset via Voice Call", and "Reset via Email". At the bottom of the page, there is a link labeled "Back to sign in".

Complete the instructions on the screen to successfully reset your password. This password provides access to Windows/Smyrna K12 email and your Data Service Center password.