

# Rapid Identity Management Guide



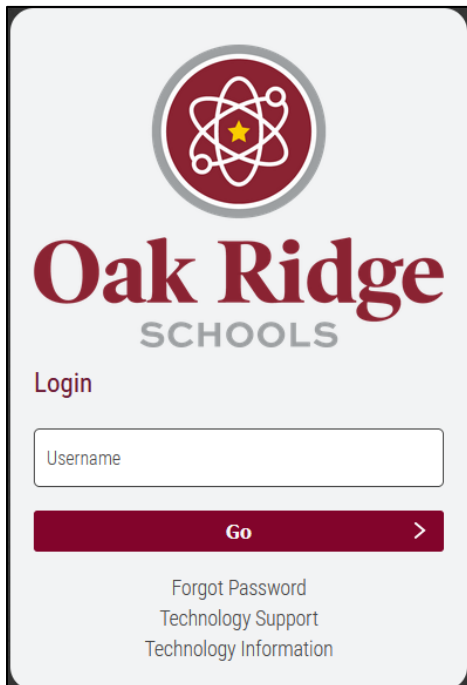
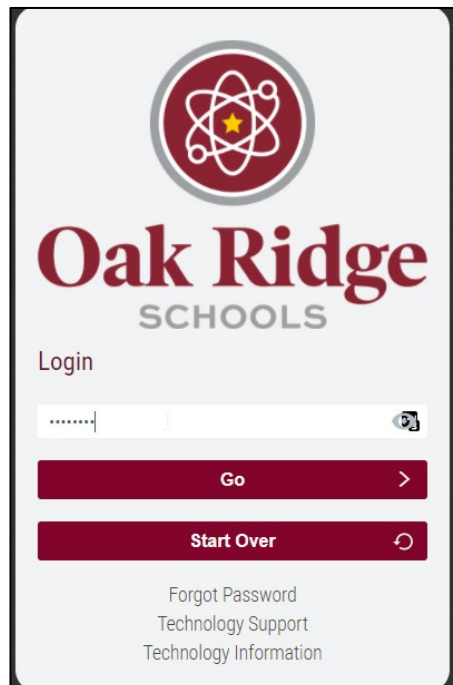
The following guide will provide step-by-step instructions for:

- Accessing the Rapid Identity portal, setting up your challenge questions and resetting your password
- Recovering your password in the event of a lost/forgotten password.

## Portal Navigation and Password Reset

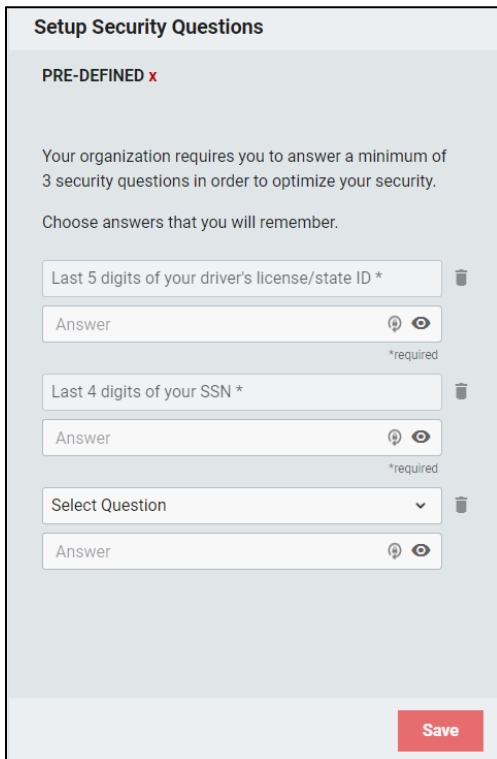
1. Go to <https://netid.ortn.edu>

2. Type in your username and click “Go”. Next, enter your password and click “Go.”

The login screen for Oak Ridge Schools. At the top is the school's logo. Below it, the text "Oak Ridge SCHOOLS" is displayed. Underneath is the word "Login". There is a text input field labeled "Username". Below the field is a maroon button with the text "Go" and a right-pointing chevron. At the bottom, there are three links: "Forgot Password", "Technology Support", and "Technology Information".The password screen for Oak Ridge Schools. It features the same logo and "Oak Ridge SCHOOLS" text as the login screen. Below this is the word "Login". There is a password input field with a masked password "\*\*\*\*\*" and a small eye icon to toggle visibility. Below the field are two maroon buttons: "Go" with a right-pointing chevron, and "Start Over" with a circular arrow icon. At the bottom, there are three links: "Forgot Password", "Technology Support", and "Technology Information".

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3. If this is your first time logging in, you will be presented with multiple challenge questions. Please answer 3 of the questions provided and click “Save”.



**Setup Security Questions**

**PRE-DEFINED x**

Your organization requires you to answer a minimum of 3 security questions in order to optimize your security.

Choose answers that you will remember.

Last 5 digits of your driver's license/state ID \*

Answer

\*required

Last 4 digits of your SSN \*

Answer

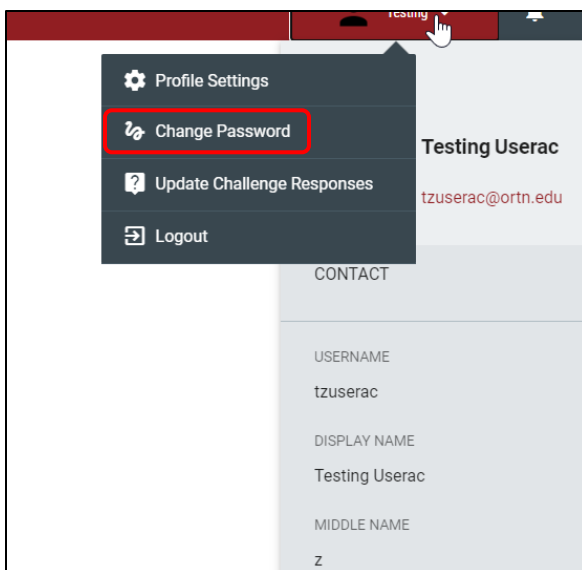
\*required

Select Question

Answer

**Save**

4. Select your username from the dropdown at the top right, then click “Change Password”



Testing Userac

tzuserac@ortn.edu

CONTACT

USERNAME

tzuserac

DISPLAY NAME

Testing Userac

MIDDLE NAME

z

Profile Settings

**Change Password**

Update Challenge Responses

Logout

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**Oak Ridge Schools**  
TECHNOLOGY DEPARTMENT

5. Fill out the Change Password window, then click “Change Password”.

A screenshot of the 'Change Password' window. The window has a title bar 'Change Password'. Below it, the 'Default Password Policy' section shows 'Oak Ridge Schools NetID Password Requirements' with a minimum length of 8 and other requirements: at least 1 upper case character, 1 lower case character, 1 number, and 1 special character. There are three password input fields: 'CURRENT PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD', each with a 'Show/Hide' icon. A 'RANDOMLY GENERATE PASSWORD' checkbox is also present. On the right, there are sections for 'Your new password MUST be:' (8-255 characters long) and 'Your new password MUST meet 3 of the following (0/3 met):' (1 uppercase letter, 1 lowercase letter, 1 number, 1 special character). A 'Do NOT use:' section lists 'Username', 'First Name', 'Last Name', and 'Restricted Words'. At the bottom, there are 'Cancel' and 'Save' buttons.

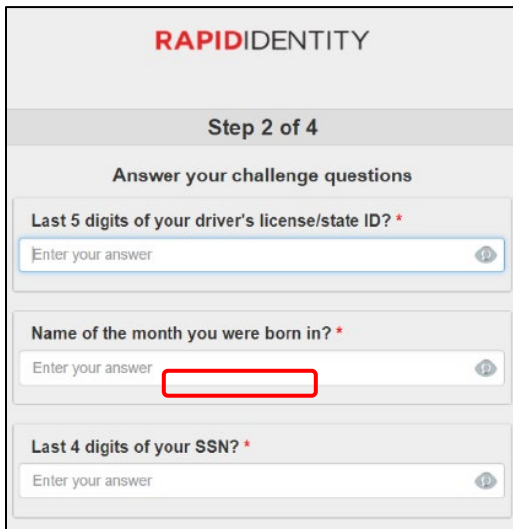
## Forgotten Password

1. Go to <https://netid.ortn.edu>
2. Click on the “Forgot Password” link on the login screen.

A screenshot of the Oak Ridge Schools login screen. It features the school's logo at the top, followed by the text 'Oak Ridge SCHOOLS'. Below this is a 'Login' section with a 'Username' input field and a 'Go' button with a right arrow. At the bottom, there are links for 'Forgot Password', 'Technology Support', and 'Technology Information'.

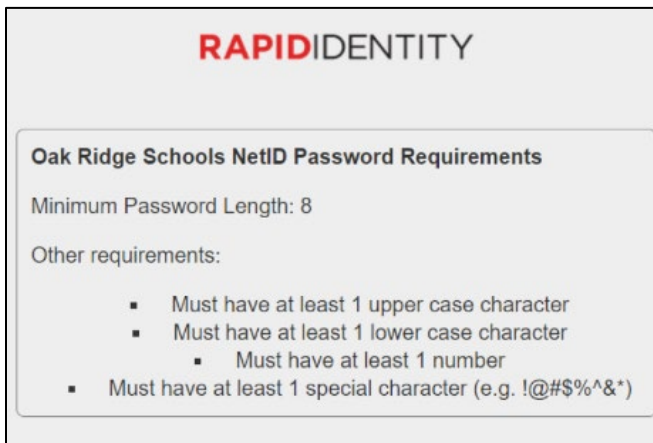
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3. Enter your District NetID (Username – E.g. jdoe, jsmith)
4. Answer your three challenge questions.



The screenshot shows the 'RAPIDIDENTITY' interface at 'Step 2 of 4'. The instruction is 'Answer your challenge questions'. There are three input fields, each with a question and a red asterisk indicating a required field. The first field is 'Last 5 digits of your driver's license/state ID?' with a placeholder 'Enter your answer'. The second field is 'Name of the month you were born in?' with a placeholder 'Enter your answer' and a red rectangular box highlighting the input area. The third field is 'Last 4 digits of your SSN?' with a placeholder 'Enter your answer'. Each field has a small circular icon with a question mark to its right.

5. Enter a new password that meets all complexity requirements, and then click "Next."



The screenshot shows the 'RAPIDIDENTITY' interface with the title 'Oak Ridge Schools NetID Password Requirements'. It lists the 'Minimum Password Length: 8' and 'Other requirements:'. The requirements are listed in a bulleted format:

- Must have at least 1 upper case character
- Must have at least 1 lower case character
  - Must have at least 1 number
- Must have at least 1 special character (e.g. !@#\$\$%^&\*)

6. You will receive confirmation that your password was changed.