

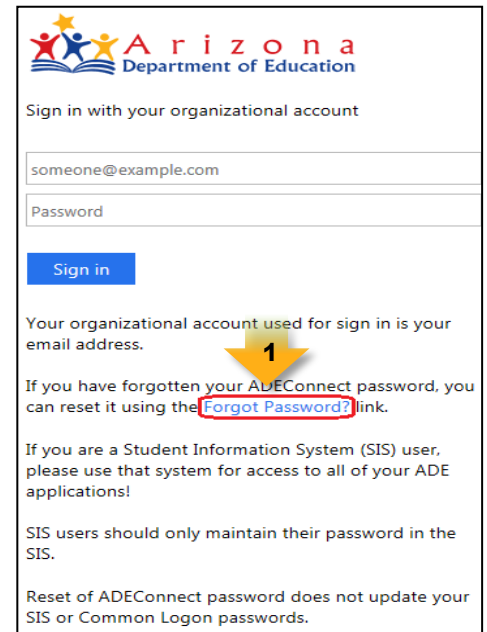
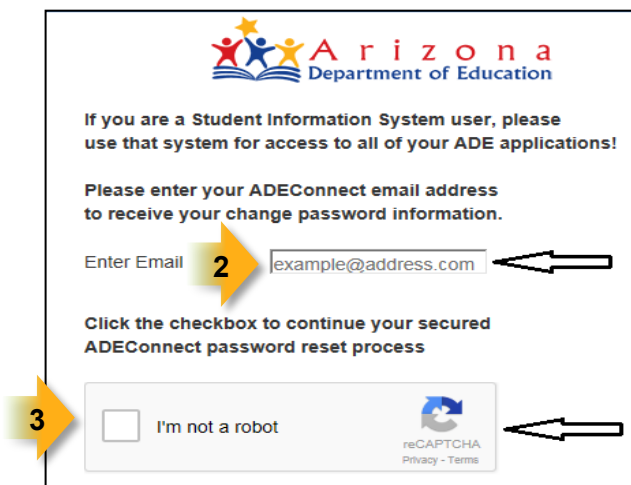
## Password Reset for Direct Sign-On

If you have forgotten your password, you can reset it yourself by following these instructions. These instructions pertain to ADEConnect users who log into the system **directly**.

*(They do not apply to users logging in via a student information system. They also do not apply to Common Logon.)*

### Instructions for Resetting Password

- 1) Click on the **Forgot Password?** link on the direct sign-on screen.
- 2) Enter your email *and* 3) click the “I’m not a robot” checkbox.

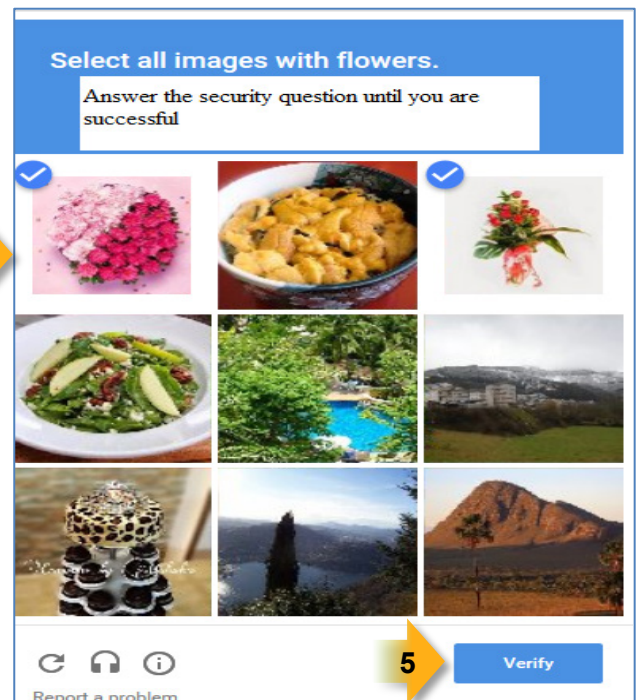
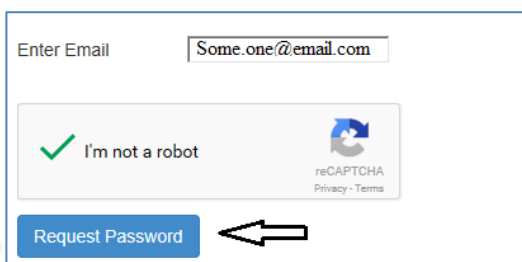


- 4) Follow the security instructions to prove you are not a robot, 5) then click the blue Verify button.

- For example, click on all the flower pictures.



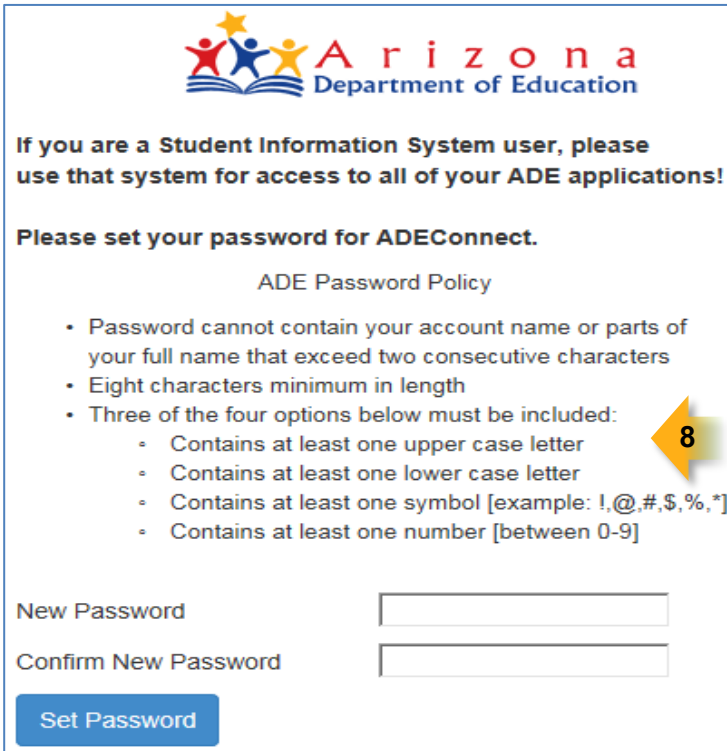
- 6) Click the Request Password button




# ADE Quick Reference Guides

## ADEConnect

- 7) Check your email for an email from ADESupport@azed.gov with the subject line: "Your ADEConnect Password Reset Request" and click on the **Password Reset** link inside the message.





**If you are a Student Information System user, please use that system for access to all of your ADE applications!**

**Please set your password for ADEConnect.**

ADE Password Policy

- Password cannot contain your account name or parts of your full name that exceed two consecutive characters
- Eight characters minimum in length
- Three of the four options below must be included:
  - Contains at least one upper case letter
  - Contains at least one lower case letter
  - Contains at least one symbol [example: !, @, #, \$, %, \*]
  - Contains at least one number [between 0-9]

New Password

Confirm New Password

**Set Password**

### Your ADEConnect Password Reset Request

ADESupport@azed.gov

Per your request, below is the ADEConnect password reset link. You will be asked to enter a new, secured password of your choosing to access your ADEConnect applications. This request will expire in 2 days from the date of this email.

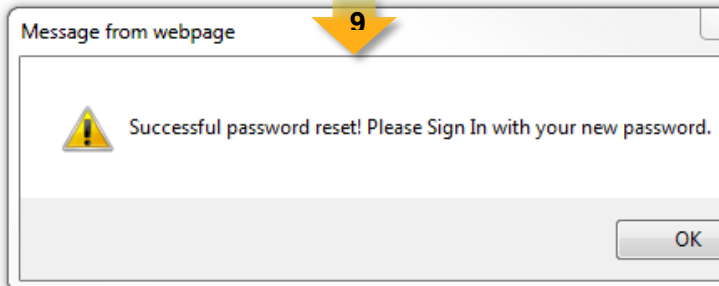
**7** [Password Reset](#)

Thank You,

ADE Solutions Support Team  
[adesupport@azed.gov](mailto:adesupport@azed.gov)  
 Phone 866-577-9636 or 602-542-2222  
 Monday – Friday, 6:00 AM - 6:00PM


- 8) The link will open a new window in your internet browser, where you will enter a new password of your own choosing.
  - Be sure to read the password policy and follow the instructions when choosing your new password

- 9) Congratulate yourself for a job well done and 10) return to the ADEConnect sign-on screen and log in with your new password.

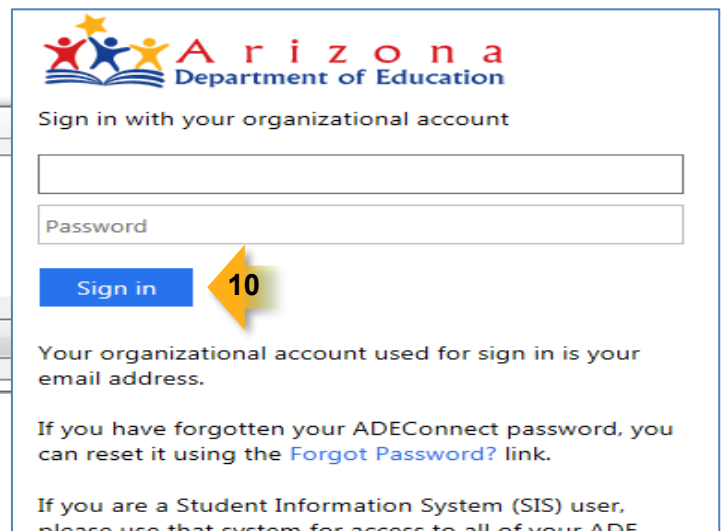



Message from webpage

**9**

 Successful password reset! Please Sign In with your new password.

OK





Sign in with your organizational account

Password

**Sign in** **10**

Your organizational account used for sign in is your email address.

If you have forgotten your ADEConnect password, you can reset it using the [Forgot Password?](#) link.

If you are a Student Information System (SIS) user, please use that system for access to all of your ADE