



How to Initialize Your Google Account and Change Your Password

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We have transitioned to a new ticketing system for technology problems - GetHelp. With GetHelp, all users will now submit their own technology tickets and be able to check their progress from creation to close. This includes teachers, support staff, administrators, and all office staff.

In order to utilize GetHelp, you must initialize your district Google account. By this point, most instructional staff have already completed this step, so this mostly applies to admin and non-instructional staff.

To initialize your Google account users must change their district network/email password. Your network/email account information automatically syncs from our network to Google. To make this process as easy as possible, you can even change your password to the same password it is now.

You can change your password in one of two ways. In both cases, you will be required to enter your current/old password and enter your new password twice.

- If you are sitting at a district computer, you can simply hold down Ctrl+Alt+Delete and select 'Change Password'.
- Alternatively, you may utilize the district Self-Service Password Reset Portal and select 'Change Password'.
<http://www.mccsd.net/passwordreset>