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# How to Recover my Windows / Google Password

Before you're able to recover your password, you first need to set up your Password Recovery Options. We're using a product called [Classlink](#) to offer this service.

## Setup your Recovery Options

1. On any computer, on or off campus, go to the following website: [classlink.colonialhts.net](http://classlink.colonialhts.net)
2. Log in using the first part of your email address as the username (for example: Malcolm\_Reynolds) Use the same password you normally use to log into Windows.
3. Select **My Profile** from the drop-down menu at the top-right of the screen.
4. Select **Password Recovery Setup**
5. There are three recovery options you can choose to fill out (This information will not be shared with any CHPS or Classlink employees).
  - a. The text option requires you to click **VERIFY** and enter a code you've been sent via text. The email option requires you to verify by clicking on a link sent to that address.
6. Click save after each item that you've entered.
7. Done! You can exit the web-browser.

## Changing or Recovering your Password

1. Go to the website: [classlink.colonialhts.net](http://classlink.colonialhts.net)
  - a. Alternatively, turn on any Chromebook, do not log in, but click **APPS** on the lower left of the login screen. Select **CHPS Classlink**
2. Select **"Help, I forgot my password"** at the bottom of the screen
3. Enter your username (for example: Malcolm\_Reynolds) and press the big blue button.
4. Choose the recovery option you would like to use in order to reset your password to something new.

## Remember the standard password requirements:

- At least 8 characters
  - An upper-case letter
  - A lower-case letter
  - A number or symbol
  - It cannot be any of the last 10 passwords you have used
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