How to Recover or Change my Password

(This applies to your Windows/Google accounts, they have the same password)

Before you're able to recover or change you password, you first need to set up your *Password Recovery Options.*

Setup your Recovery Options

1. On any computer, on or off campus, go to the following website: classlink.colonialhts.net
2. Log in using the first part of your email address as the username (for example: SmithJA22). Use the password given to you on your schedule, or whatever you may have changed it to.
3. Select **My Profile** from the drop-down menu at the top-right of the screen.
4. Select **Password Recovery Setup**
5. Fill out the security questions. The email and text options are not mandatory. (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 Recover your Password

1. Turn on your Chromebook, and do not log in. Click **APPS** on the lower left of the login screen. Select **CHPS Classlink**
   a. If a Chromebook isn't available, you can go to the website: classlink.colonialhts.net
2. Select **"Help, I forgot my password"** at the bottom of the screen
3. Enter your username (for example: SmithJA22) and press the big blue button.
4. Choose the option you would like to use in order to reset or change your password.

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