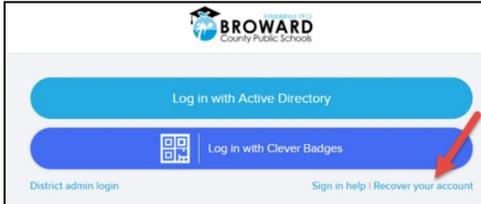## How to Recover Your Account

**Note**: You can only recover your account if you have set up the account recovery.

1. To recover your account from any device, go to sso.browardschools.com and select "Recover your account."



2. Enter your student
3. Confirm your identity by selecting one of the recovery options that you set up.



**Password requirements**:

**Grade 6-8 ONLY**, the password must contain 8 characters; cannot include your username, first name, or last name

**Grades 9-12** and **Staff ONLY**: 8 characters; must contain at least 3 of the following 4 character types: - An uppercase character- A lowercase character- A special character such as !@#$%^&*()- A number

4. Once your identity has been confirmed you will be prompted to enter a new password.

**Note**: If your school board-issued laptop doesn't log in after a password reset, try to log in with your default login. Occasionally the computer login won't reflect the password.