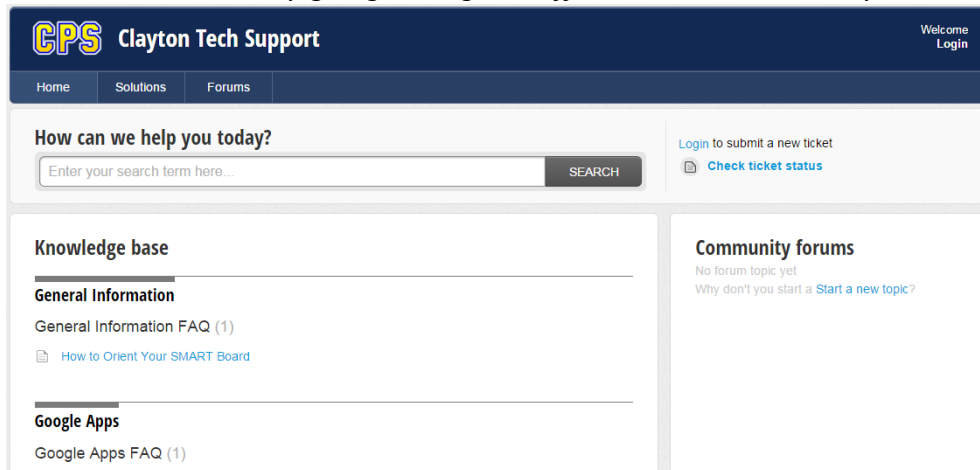


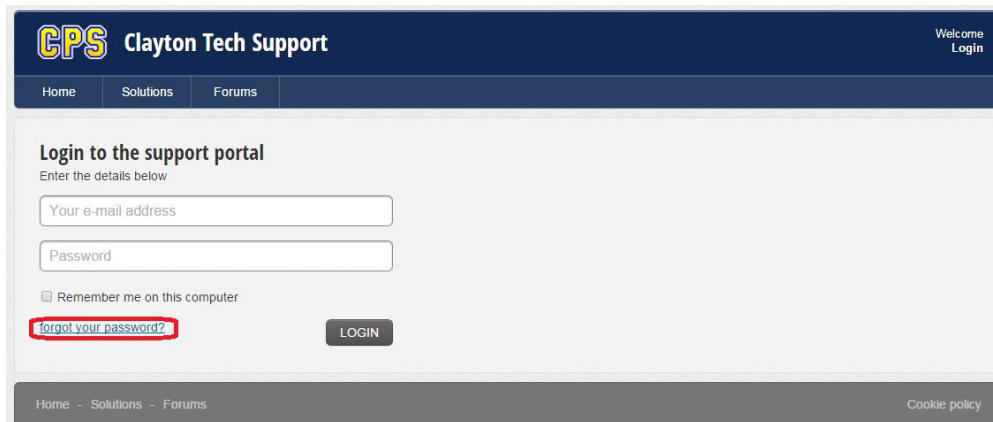
1. Access Fresh Desk by going through “Staff Resources” on the Clayton homepage.



The screenshot shows the Clayton Tech Support homepage. At the top is a dark blue header with the CPS logo and the text "Clayton Tech Support". On the right side of the header, it says "Welcome Login". Below the header is a navigation bar with links for "Home", "Solutions", and "Forums". The main content area is divided into two columns. The left column has a section titled "How can we help you today?" with a search bar and a "SEARCH" button. Below this is a "Knowledge base" section with sub-sections for "General Information" and "Google Apps", each with a list of FAQs. The right column has a "Community forums" section with a message that there are no forum topics yet and a link to "Start a new topic?".

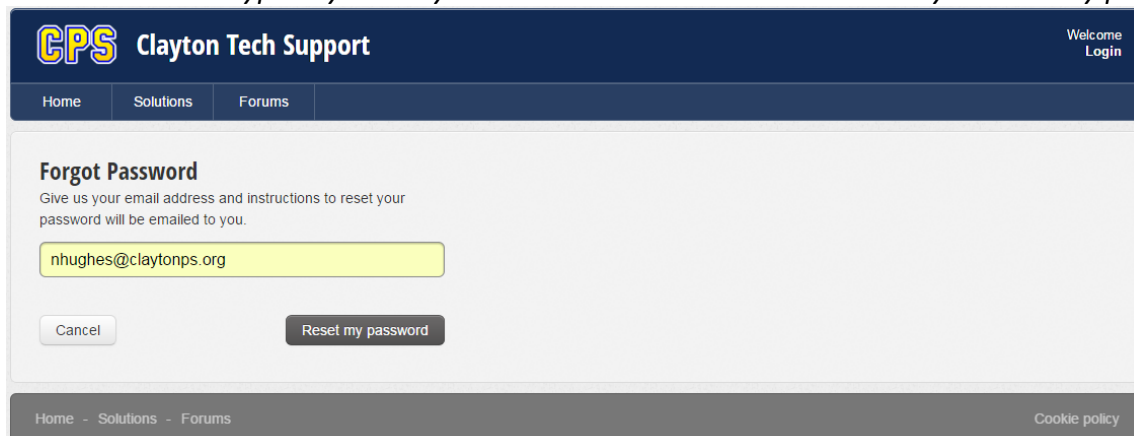
2. Click “Login” located in the top right hand corner, directly underneath where it says “Welcome”.

3. Where you would normally log in, look for where it says “forgot your password?” below that and click it.



The screenshot shows the Clayton Tech Support login page. The header and navigation bar are the same as in the previous screenshot. The main content area is titled "Login to the support portal" and contains a form with fields for "Your e-mail address" and "Password". Below these fields is a checkbox for "Remember me on this computer". At the bottom of the form, there is a link that says "forgot your password?" which is highlighted with a red rectangle. To the right of the form is a "LOGIN" button. At the bottom of the page, there is a footer with links for "Home", "Solutions", "Forums", and "Cookie policy".

4. You will be taken to a new screen where it will ask you for an email to send the reset request to. Go ahead and type in your Clayton email and click the button that says “Reset my password”



The screenshot shows the Clayton Tech Support forgot password page. The header and navigation bar are the same as in the previous screenshots. The main content area is titled "Forgot Password" and contains a form with a text input field for an email address. The email address "nhughes@claytonps.org" is entered in the field. Below the input field are two buttons: "Cancel" and "Reset my password". At the bottom of the page, there is a footer with links for "Home", "Solutions", "Forums", and "Cookie policy".

5. You will be directed back to the Fresh Desk home page where you will see a green banner at the top telling you reset instructions were sent to your email address. (The Clayton one provided).

6. Go to your email and you should have a new email from “Clayton Tech Support”

7. Follow those instructions and click the link that states “Click here to reset the password.” A web page will now be opened taking you to the Fresh Desk page to reset your password.

8. Type in your new password twice. Make sure punctuation, spelling, etc are the same for each box. Once you type in the password twice click the “Update & Login” button.

9. You successfully reset your Fresh Desk password and will be able to log in to add, remove, or check on ticket status updates!