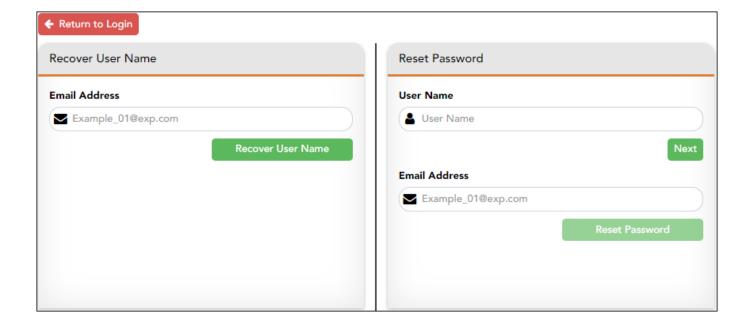


forgotpassword\_body

# **Table of Contents**

This page allows you to recover your user name or reset your password.



### **Retrieve User Name**

**E-mail** Type your current email address.

☐ Click **Retrieve User Name**.

A message is sent to your email address that contains your User Name.

☐ Return to ParentPortal, and log on using your user name and password.

### **Reset Password**

You have two options for resetting your password: By User Name and By Email Address.

#### By User Name:

rr
User Name Type your User Name.
□ Click <b>Next</b> .
You are prompted to enter the answer to one of your hint questions.
☐ Type the answer and click <b>Next</b> .
Password Type a new password.
Re-enter Password Re-type a new password.
Click <b>Finish</b> .
The My Account page opens.
By Email Address:
Email Address Type your email address.
□ Click <b>Reset Password</b> .
A message is displayed indicating that instructions for resetting your password were sent to the email address entered.
☐ Click <b>Close</b> to close the message.
Return to ParentPortal, and log on using your user name and password.
Return to ParentPortal, and log on using your user name and password.



# **Back Cover**