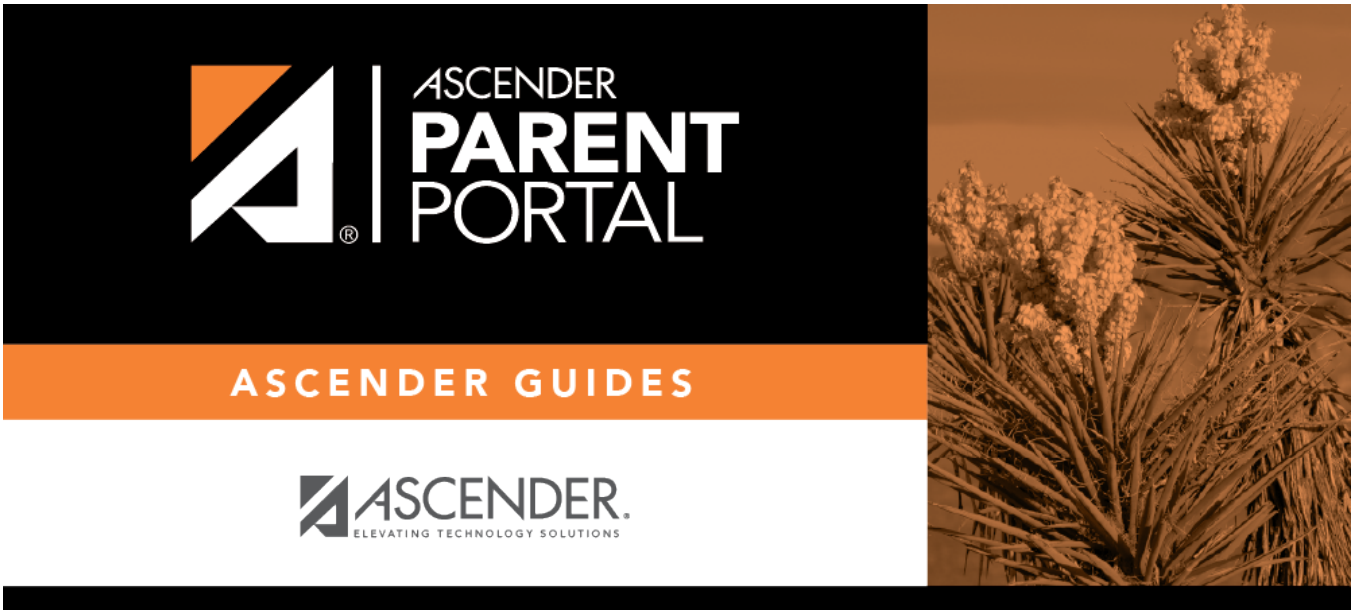

Retrieve User Name/Reset Password - Answer Hint Questions

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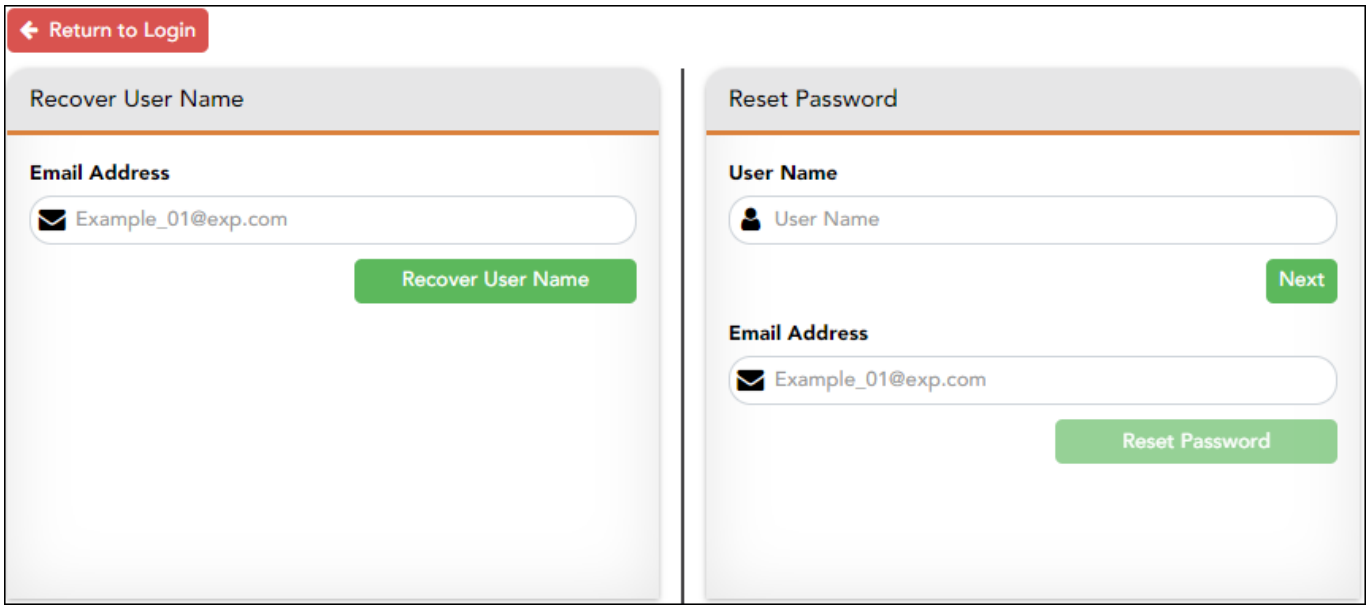
II. Retrieve your user name, or update your password.

If you have forgotten your password, you can reset it. You can also change your password at any time.

From the Login page, click the link below the login fields to go to the Reset Password page.

MOBILE DEVICE USERS: On a mobile device, tap **Login** to access this link.



Reset Password

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

By User Name:

User Name	Type your User Name.

❑ Click **Next**.

You are prompted to enter the answer to one of your hint questions.

❑ Type the answer and click **Next**.

Password	Type a new password.
Re-enter Password	Re-type a new password.

Click **Finish**.

The My Account page opens.

By Email Address:

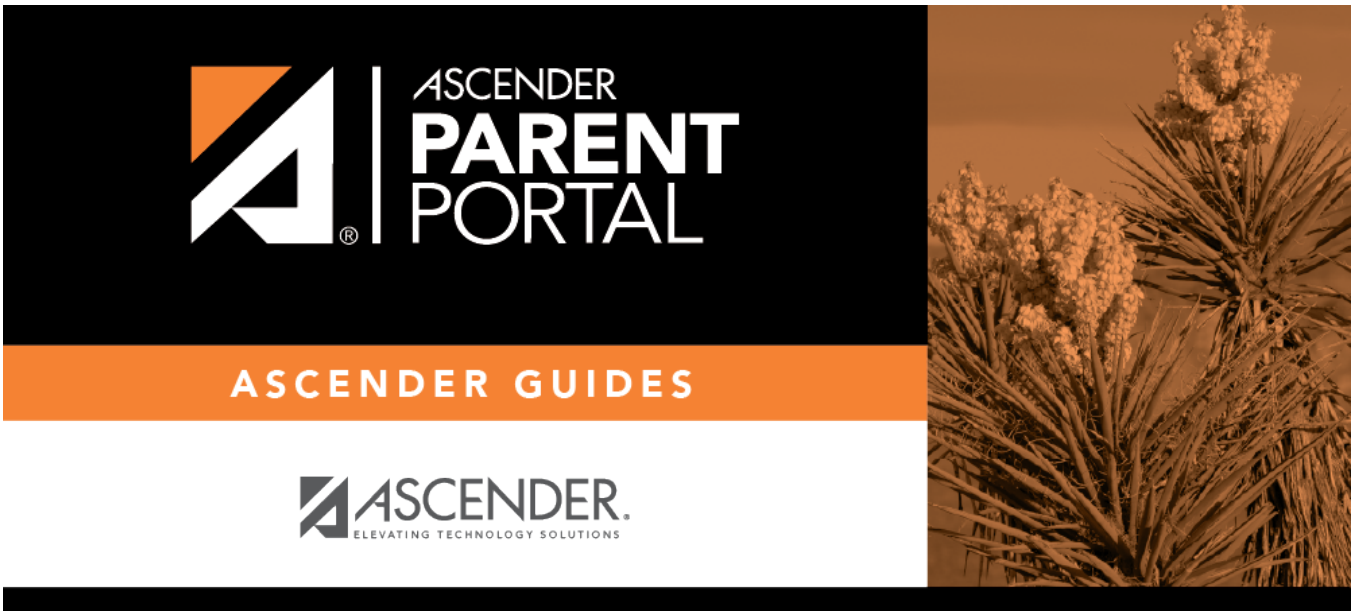
Email Address	Type your email address.

❑ Click **Reset Password**.

A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

❑ Click **Close** to close the message.

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