

Retrieve User Name/Reset Password

(Recuperar nombre de usuario/Restablecer contraseña)

If you have forgotten your user name, you can look it up, but you cannot change it.

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 [Retrieve User Name/Reset Password](#) page.

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



The screenshot shows two side-by-side forms. The left form is titled 'Recover User Name' and has a red button 'Return to Login' at the top left. It contains an 'Email Address' field with an envelope icon and the text 'Example_01@exp.com', and a green 'Recover User Name' button. The right form is titled 'Reset Password' and contains a 'User Name' field with a person icon and the text 'User Name', a green 'Next' button, an 'Email Address' field with an envelope icon and the text 'Example_01@exp.com', and a green 'Reset Password' button.

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:

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.