PP 1

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.

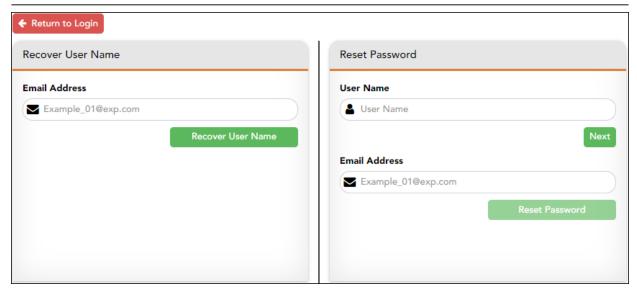
If you have forgotten your password, you can reset it. You can also change your password at any time

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.



PP 2



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**.

PP 3

You are prompted to enter the answe	er 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 us	ing your user name and password.		