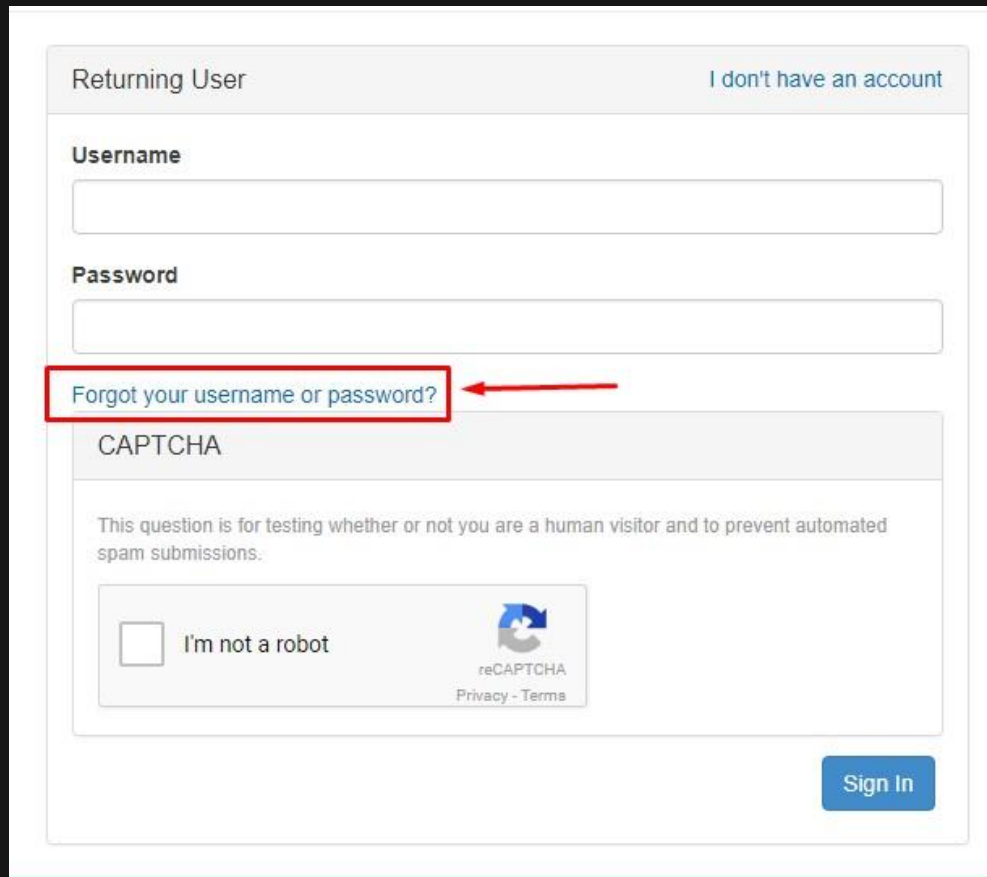


How to reset your Username and Password.

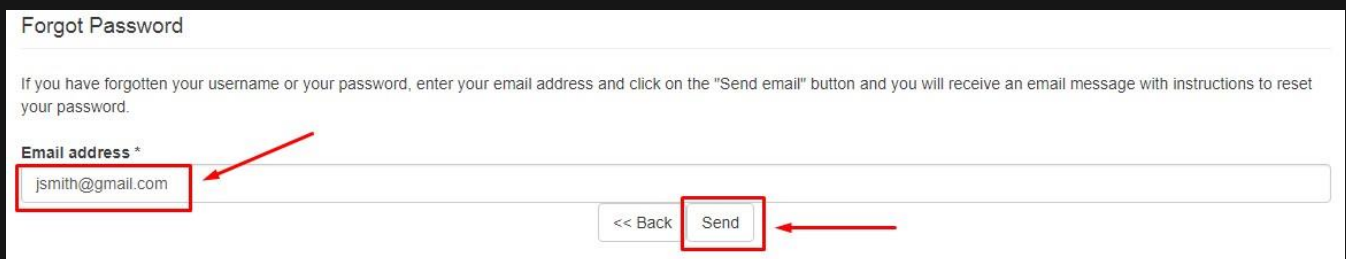
1. Click **“View my Account”** located on the upper right portion of the homepage. Click the **“Login to my Account”** button then click **“Forgot your password?”** link.



The screenshot shows a login form with the following elements:

- Header: "Returning User" and a link "I don't have an account".
- Form fields: "Username" and "Password".
- Link: "Forgot your username or password?" (highlighted with a red box and arrow).
- Section: "CAPTCHA" with the text "This question is for testing whether or not you are a human visitor and to prevent automated spam submissions."
- Form: "I'm not a robot" checkbox and reCAPTCHA logo.
- Button: "Sign In".

2. Enter your email address then click **“Send”** button.



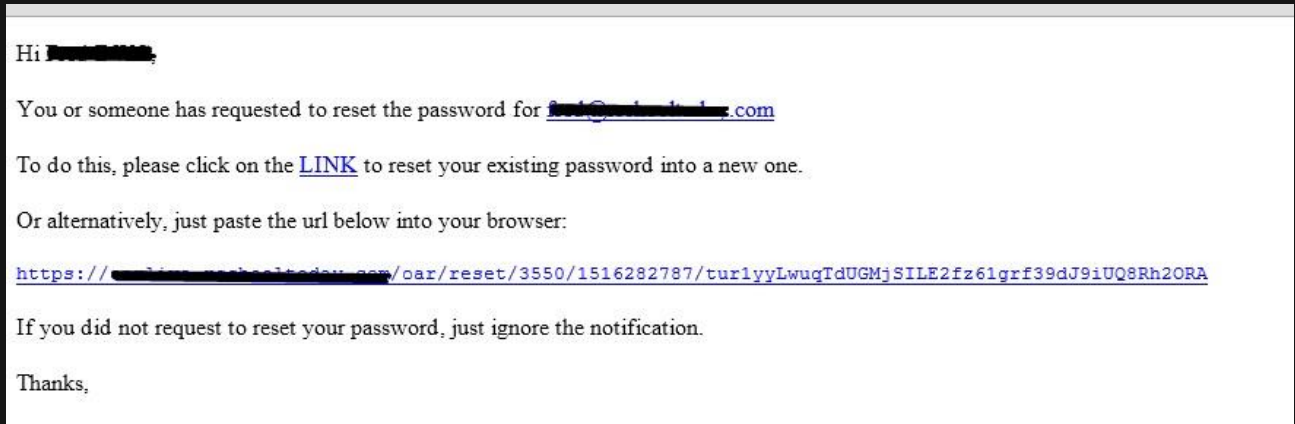
The screenshot shows the "Forgot Password" page with the following elements:

- Section: "Forgot Password".
- Text: "If you have forgotten your username or your password, enter your email address and click on the 'Send email' button and you will receive an email message with instructions to reset your password."
- Form: "Email address *" with the value "jsmith@gmail.com" (highlighted with a red box and arrow).
- Buttons: "<< Back" and "Send" (highlighted with a red box and arrow).

IMPORTANT: Only the email address under “Parent/Guardian 1” can be used to reset your password. If the email address used is no longer valid, please call your school administrator to update your email address.

How to reset your Username and Password.

3. An email message will be sent to your email address. Click the **"LINK"** or the **alternative URL** highlighted in blue fonts.



4. Enter your **new username**, new password in the **Password** and **Confirm Password** fields then click **"Set My Username and Password"**.

Reset password

Please enter your username and new password

Username *
jsmith

Password *
.....

Confirm password *
.....

Password strength: Strong

Passwords match: yes

Set My Username and Password

Annotations: A red box highlights the Username, Password, and Confirm password fields. A red arrow points to the 'Set My Username and Password' button.

5. Once successful, you will be routed to the log in page informing you that the **Username and Password have been saved**. Log in using your new username and password.

Username and password have been saved.

Setup Your Family Account Login | Returning User

Returning User

Username
jsmith

Password
....

Forgot your username or password?

CAPTCHA

This question is for testing whether or not you are a human visitor and to prevent automated spam submissions.

I'm not a robot

reCAPTCHA
Privacy - Terms

Annotation: A red box highlights the success message at the top, with a red arrow pointing to it.