

Reset a parent's password for the Parent Portal

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Issue/Question

A parent is requesting a password reset for their Parent Portal account.

Resolution

You can reset a Parent Portal password from the Contact record.

1. Go to the Family record **Summary** tab.
2. Click on the contact's name.
3. Scroll to **Portal Information** and click **Reset Portal Password**.
4. Click **OK** to confirm the password reset.

Once the password is reset, a temporary password is displayed on screen and sent to the contact email. The parent can use this temporary password to log in and set a new password.
