

## Resetting Guardian Password

Go to the student's Profile page

Click on the Family Tab (to the left)

Find the guardian you want to edit, click on EDIT to the left of the guardian's name

The screenshot shows the 'Edit Guardian Information' form for a guardian named Matthew Feole. The form is divided into several sections:

- General Information:** Includes fields for First Name (Matthew), Last Name (Feole), Date of Birth, Age, Gender (Male), Relationship (FATHER), Family ID (75225), and TN Unique ID (SL).
- Contact Information:** Includes fields for Primary Phone, Work Phone, and Address (570 Keytown Rd Portland, ME 04106).
- Family Access Information:** Includes checkboxes for 'Allow Family Access', 'Force user to change their password at next login', and various 'Do Not Allow Access' options for different system features.
- Additional Information:** Includes fields for Education, Occupation, Race (White), Languages, Home Email (Metzgar@gmail.com), and Comment.

Red circles highlight the 'Save' button, the 'Set Password' button, the 'Login' field, and the 'Password' field.

The guardian's alphakey should already have defaulted to the Login box.

The Password Box will show either "Parent01" (with a capital P, no quote marks) if the guardian has never changed the password or a line of black dots meaning the guardian has previously changed his/her password from Parent

- If the password still reads Parent, there is no need to reset. See possible issues below.
- If the password has been changed, click on the SET PASSWORD button in the upper right. This will empty the password box and you'll be able to type in Parent. Make sure the ALLOW FAMILY ACCESS and FORCE USER TO CHANGE THEIR PASSWORD AT NEXT LOGIN boxes are marked. Click SAVE. **DO NOT use the SAVE AND EMAIL... button – if the parent's email address is incorrect, this will not work. Call the parent or send something home with the student. Better yet, if you can reset while the parent is on the phone, you can then make sure the parent can log in after you've reset the password.**

Issues that can prevent a successful login:

1. Guardian using incorrect username (the username is the same as the guardian's alphakey which is made up of the first five letters of the last name, the first three letters of the first name, and a three digit tie-breaking number in the event more than one parent shares the same alpha characters like Mary Smith and Mark Smith)

- a. make sure guardian is typing in the username correctly (the numbers at the end of the alpha key are zeroes and not o's)
  - b. if the last name is less than 5 letters, there will be spaces included in the username. For example, a guardian by the name of David Ray will have a user name of RAY DAV000. That's RAY then two spaces then DAV000. Because the last name is only three letters long, two spaces are added so that together the last name and the spaces equal 5.
2. The ALLOW FAMILY ACCESS box is not marked
3. The guardian's CAPS Lock is on