

Passwords

A parent called and can not remember her password.

On the login page, the parent can click on the Forgot Password button. A link will be emailed to the parent with instructions on resetting the password. Alternatively, you can reset the password for the parent in the Admin UI. Go to the Contacts page, search for the parent. Click on the parent name and then click on the Reset PW button.

How do I change my password?

Log in to your pickAtime account. Click on the menu icon on the upper right-hand side, and then select the Edit Profile / Change password option

A parent is having trouble with her password.

Parents can click on the Forgot Password option, and they will get an email that will allow them to reset their password. They can also email support@pickatime.com to reset it as well.

Alternatively, in the Admin UI, you can reset the parent password.

- In the Admin UI, select the [Contacts](#) tab
- Search by name for the parent in the Search Control boxes.
- When you locate the parent record, click on the record, and you will see the parent's email displayed in the middle section.
- Click on the Reset PW button.

I've imported my teacher file this year with a new password for my teachers. But it seems that only the password they set last year works?

Once the teachers have taken ownership of their account and created a password (as they did last year), the import will not change the password. However, on the [Global Setup / Contacts](#) page, if you click on the Show advanced options..., you would see the Default Password section, where you would be able to click on the Reset Admin Password button, select this button, and you will have the option to reset the password by Administrative access level. To reset the password for all your teachers, select the level to reset in Appointment Viewer.

My teachers are receiving a message to "contact the Administrator" for a password

This message would come up if you import a password for your teachers. For these teachers, let them know what password you imported.

Alternatively, you can reset the password for all your teachers. To do so, go to the Global Setup / Contacts Setup page. Click on the "show Advanced options" setting. Then select the Reset Admin Passwords button to reset all passwords for your teachers. You can also change the default setting for the password.

I'm trying to reset the password for a parent, but I'm getting a message that says I can not

On occasion, you may find that you are unable to reset the password for a parent on your account. If your parent has also logged into another account with pickAtime, such as another school or organization, you will not be able to reset their password. This is for privacy reasons, as parent appointments made on other accounts could be confidential. If you receive this error message, please have the parent contact support@pickatime.com for a new password.

Sometimes, when my parents try to log in to the site, they are told they are a bot. Why is that?

This is a response from Google reCAPTCHA v3. This behavior can happen when a customer has a bad internet connection.

Refresh the page, and try again.

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