

A parent called and can not remember her password?

If a parent has forgotten their password, they can reset it themselves, or you can do it for them through your administrative dashboard.

Option 1: Parent Self-Reset

Advise the parent to go to your scheduling login page and click the **Forgot Password?** link.

- The system will prompt them for their email address.
 - An automated email will be sent immediately with a link to create a new password.
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Option 2: Admin Reset (Through your account)

If you prefer to handle it for them, follow these steps in the **Admin UI**:

1. Go to the **Contacts** tab.
 2. Search for the parent by name or email.
 3. Click on their record to open it.
 4. Click the **Reset PW** button located in the middle section of the page.
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Troubleshooting Tips

- **Check the Email:** While viewing the parent's record, verify the email address is correct. If there is a typo, they won't receive the reset link.
 - **Spam Folder:** If they don't receive the email within a few minutes, ask them to check their **Spam** or **Junk** folders.
 - **Verification:** You can click the **Log** tab in the parent's record to confirm the "Reset Password" email was successfully sent by the system.
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