

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

This happens because of **privacy and security protocols** designed to protect parent data across different organizations.

If a parent has used their email address to book appointments with **another school or organization** that also uses pickAtime, their account is considered a "global" account. Because their history might contain confidential appointments with other entities, the system prevents any single administrator from overwriting their password.

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## How to Resolve This

Since you do not have the administrative authority to change a password that is shared with another organization, please advise the parent to use one of the following methods:

- **Self-Service Reset:** Ask the parent to go to your login page and click the "**Forgot Password**" link. This allows them to reset it themselves via their own email.
  - **Contact pickAtime Support:** If the self-service option fails, the parent should email **support@pickatime.com**. Our support team can verify their identity and issue a password reset that works across all their associated accounts.
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Revision #1

Created 2026-04-22 12:48:32 UTC by Yura Nechyporenko

Updated 2026-04-22 12:50:20 UTC by Yura Nechyporenko