

Password

A parent is having trouble with her password.

Parents have three options:

1. **Self-service reset:** Click **Forgot Password** to receive a reset email.
2. **Admin reset:** You can reset it for them in the Admin UI:
 - Go to the Contacts tab.
 - Search for the parent by name.
 - Select the parent's record — their email will display in the middle section.
 - Click **Reset PW**.
3. **Contact support:** Email support@pickatime.com to have it reset.

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

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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 imported a new teacher password this year, but only last year's password works.

Once a teacher has taken ownership of their account and set their own password, **importing a new password will not override it.**

To reset passwords manually:

1. Go to **Global Setup / Contacts**.

2. Click **Show Advanced Options**.
3. Under **Default Password**, click **Reset Admin Password**.
4. Select the access level you'd like to reset (e.g., **Appointment Viewer**) to reset passwords for all teachers at that level.

My teachers are seeing "contact the Administrator" for their password.

This appears when a new password has been imported for teachers.

- **Quick fix:** Let affected teachers know the password you imported.
- **Bulk fix:** Reset passwords for all teachers at once:
 1. Go to **Global Setup / Contacts**.
 2. Click **Show Advanced Options**.
 3. Click **Reset Admin Passwords**.

You can also update the **default password** setting from this same section.

I'm trying to reset a parent's password, but I get an error saying I can't.

This happens when the parent's account is also linked to **another pickAtime organization** (e.g., a different school). For privacy reasons — since appointments on other accounts may be confidential — admins cannot reset passwords for accounts shared across organizations.

Solution: Have the parent contact support@pickatime.com directly for a password reset.

Revision #2

Created 2026-06-21 16:57:16 UTC by Anne Taves

Updated 2026-06-21 17:40:51 UTC by Anne Taves