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

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 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.

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