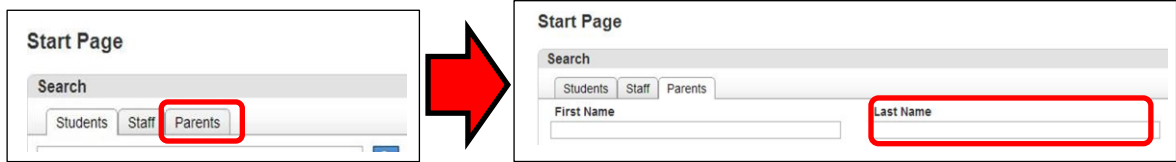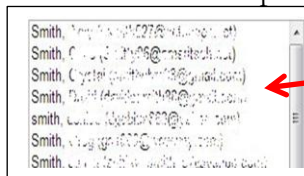# Resetting ParentPortal Passwords for Parents

This document provides instructions to reset a parent password in the ParentPortal and verify that the parent has an account established for the ParentPortal.

- Click on the **Parent** tab in PowerSchool.
- Type in the parent's last name and hit enter.

- A list of parent email addresses will show up <u>if</u> there is more than one person with the same last name. The email addresses that show up are for those that have active ParentPortal accounts.
  - o Select the correct email address for the parent you are resetting for.

Sample list of parent email addresses

- From the next screen, the parent information for the portal will appear.
  - o The parent name, email address and username that they created.

- In the **New Password** and **Confirm New Password** lines, enter a temporary password for the parent. Provide the parent with the temporary password.
- Click **Submit** to save the changes.
- When the parent logs on to the ParentPortal, using the temporary password, they will be prompted to again re-enter the temporary password and then **create a new password.**