

# Family Connect

## What if you forget your login information?

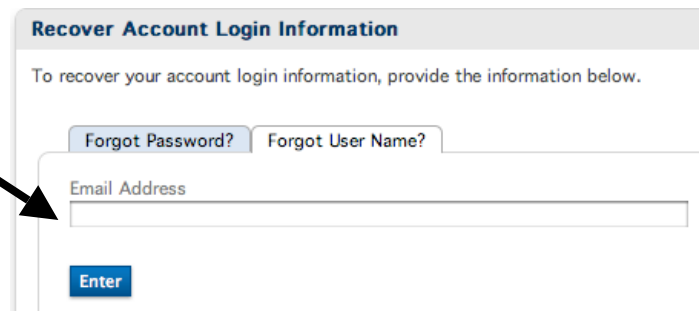
On the login page click on **Having Trouble Logging in?**



### If you forgot your User Name:

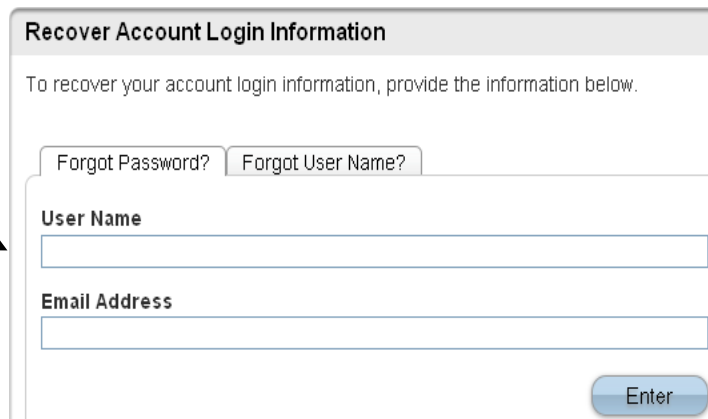
- Click on the tab **Forgot User Name?**
- Enter your e-mail address
- Click Enter

The system will authenticate your information and send you an e-mail listing your User Name.



### If you forgot your Password:

- Click on the tab **Forgot Password?**
- Fill in your User Name
- Fill in your e-mail Address
- Hit Enter



The system will authenticate your information and send a Security Token to the e-mail address listed with instructions on how to reset your Password.

**It is important to note that the link in the email you have received is only good for 30 minutes from the time you press Enter. If the Parent/Guardian fails to reset the Password in that allotted time, you will need to repeat the process.**