

PARENT ADMINISTRATION – LOGIN SCREEN FORGOT PASSWORD BUTTON

If it is enabled, the “[Forgot My Password](#)” link is displayed on the Genesis Parent Access Login screen.

Parents Module Login

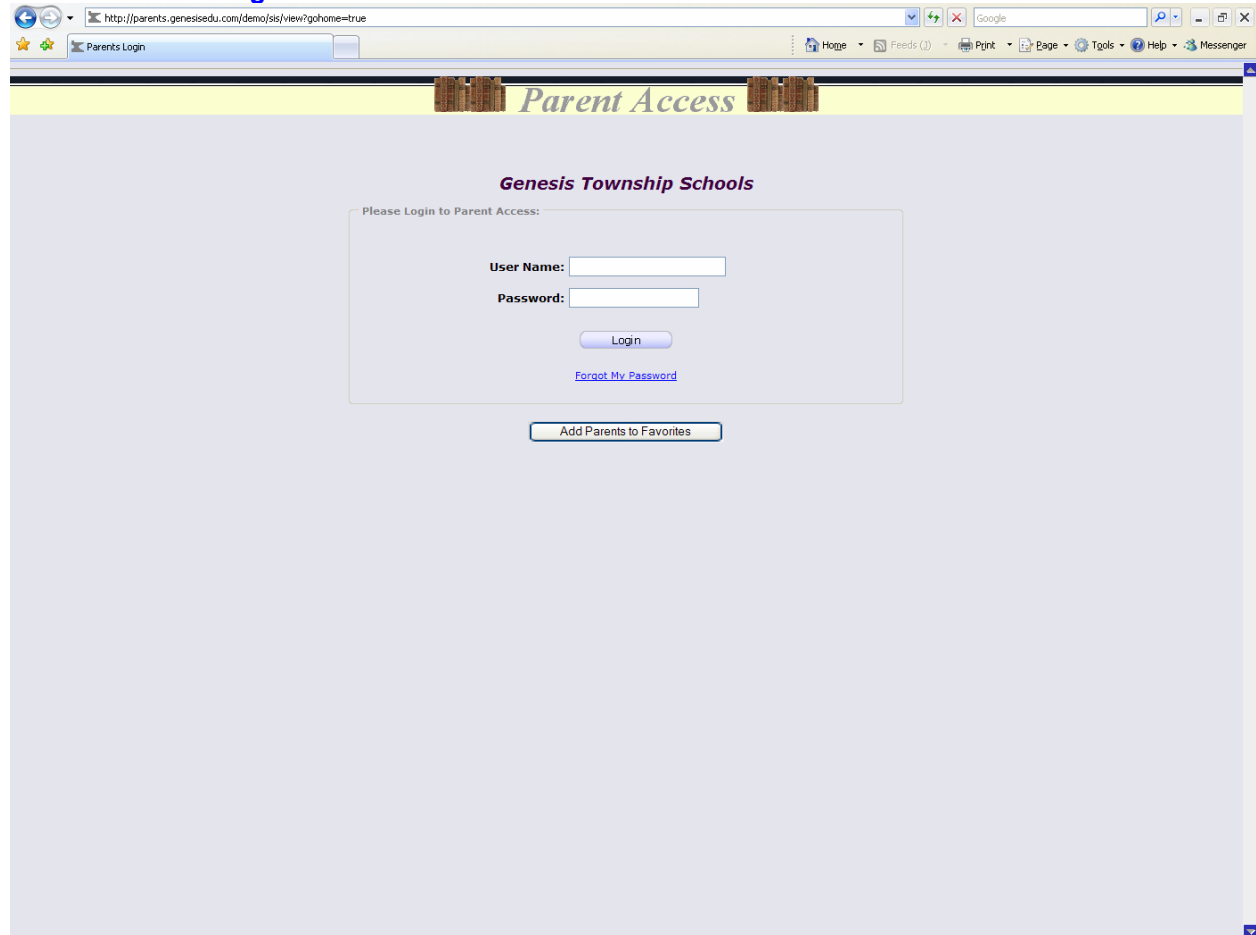


Figure 1 – The Parent Login screen – Note the local [Forgot My Password](#) link

“Forgot My Password”

A “[Forgot My Password](#)” link can be enabled for the Parents Module login screen. If it is enabled, this link causes the standard “Password” letter to be sent to the parent when the parent clicks it.

The parents current password is sent to them.

Caveat

It may be the case that the parent’s logon has become disabled due to excessive failed password attempts *prior* to their clicking the “Forgot Password” button. If the login is disabled, it will not be automatically re-enabled. You will have to manually re-enable it.

Setting the Help Desk Information

Setup→Districts→Modify District

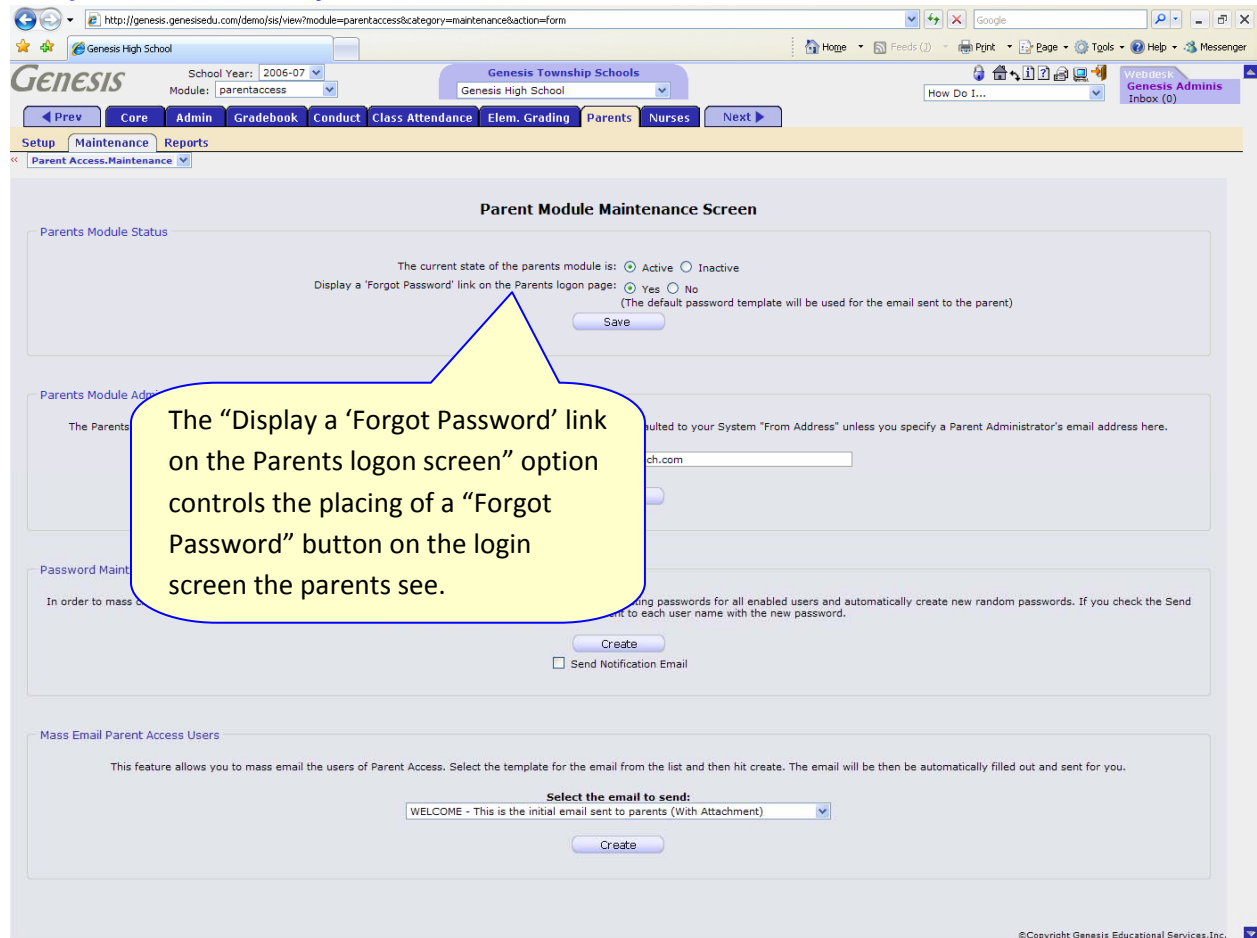


Figure 2 – The [Parents→Maintenance](#) screen with the location of the “Forgot Password” control identified

Procedure to Enable the “Forgot Password” Link on the Parents’ Logon Screen

1. Go to the [Parents→Maintenance](#) screen
2. Locate the option in the Parents Module Status section at the top of the screen
3. Click the “Yes” radio button.
4. Click the topmost [Save](#) button.