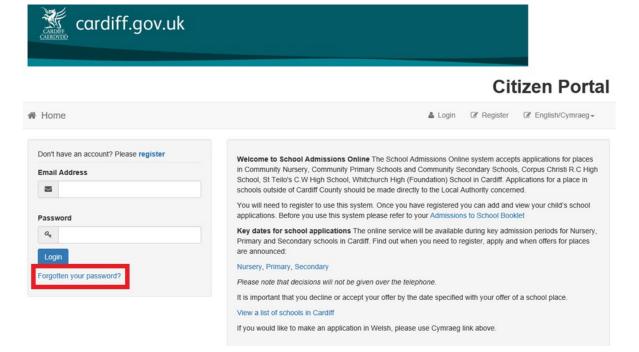# How to reset your account password

1. From the login screen click 'Forgotten your password?'

2. Please enter your email address. Be sure that it is the email you used when you set up the account. The process will not work if you use an email address that is different from the one you used to register your child. This box is also case sensitive so be sure to type your address as you did initially.

3. On the following screen, answer your security question that you chose when you setup your account.

4. The system will send an email to the address given. In that email, click the link to reset your password.

5. You will be directed to a page that asks you to enter (and re-enter) a new password.

6. The following page will instruct you to click 'Login' with your details. Please use your new password.