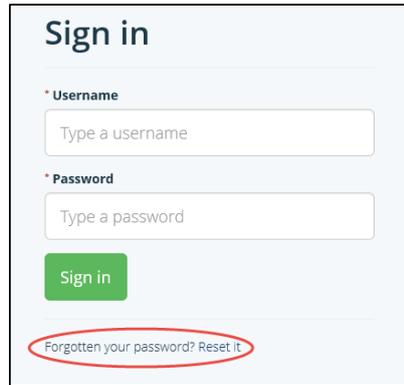


## How to reset your password

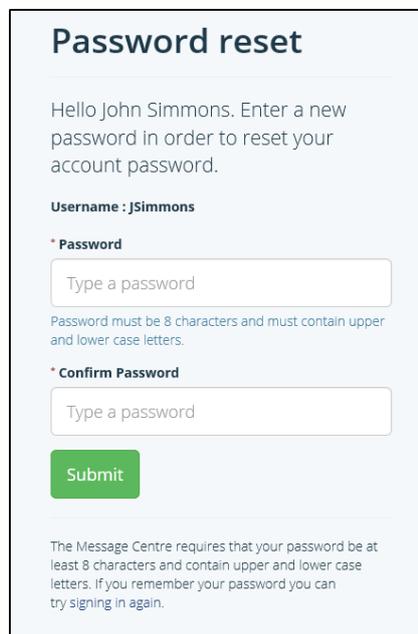
If you have forgotten your username or password, the 'Reset Password' process will remind you of your username, and also allow you to reset your password, enabling you to log-in to your Parent Message Centre.

1. On the 'Sign-In' page, click the Forgotten Password link.



The screenshot shows a 'Sign in' form with two input fields: 'Username' and 'Password'. Below the fields is a green 'Sign in' button. At the bottom of the form, there is a link that says 'Forgotten your password? Reset it.', which is circled in red.

2. Enter your mobile number, and click 'Submit'.
3. Enter the answer to your security question, and click 'Submit'.
4. Your Username will display. If you remember your password, click the 'Sign-In' link in the top right-hand corner, and enter your username and existing password to log-in.



The screenshot shows a 'Password reset' page. It starts with a greeting: 'Hello John Simmons. Enter a new password in order to reset your account password.' Below this, it displays 'Username : JSimmons'. There are two password input fields: 'Password' and 'Confirm Password'. A green 'Submit' button is located below the second field. At the bottom, there is a note: 'The Message Centre requires that your password be at least 8 characters and contain upper and lower case letters. If you remember your password you can try signing in again.'

5. If you cannot remember your password, enter a new password according to the security specification enabled by your school, and retype it in the 'Confirm Password' field. Click 'Submit' to reset your password.
6. After submitting your new password, the Sign-In page will load. Enter your username and new password to log into your Parent Message Centre.

## Editing your account details after Sign In

1. Click 'Account' in the top Navbar.
2. The 'Profile' page containing your contact details will load. Edit this as required, and click 'Submit'.

The screenshot shows the 'ACCOUNT' section with 'Profile' highlighted in the left-hand menu. The main content area is titled 'Profile Update' and contains a light blue instruction bar: 'Choose to update your account profile. Your submission will be checked and processed by an Administrator and your profile will be updated shortly after.' Below this is the 'Basic' section with the following fields:

- Title**: Type a title
- Name**: John (first name), Simmons (last name)
- Telephone**: Type a number
- Mobile**: +44795 173344
- Primary E-mail**: george.cander@btinternet.co.uk

3. Click 'Credentials' in the left-hand menu. Your current Username will display in the 'Username/Password' section, edit this as required.

The screenshot shows the 'ACCOUNT' section with 'Credentials' highlighted in the left-hand menu. The main content area is titled 'Username/Password' and contains a light blue instruction bar: 'Choose the username and password for this account.' Below this are the following fields:

- \*Username**: JSimmons  
Choose a username for this account. Username cannot contain spaces.
- New Password**: Type a password  
Choose a new password for this account. Password must be 8 characters and must contain upper and lower case letters.
- Confirm New Password**: Type a password

A green 'Save' button is located at the bottom right of the form.

4. To reset your Password, type a new Password into the appropriate field, and confirm it below. Click 'Save' after editing either of these details.
5. Scroll down to the 'Security' section to enter a new Security Question and Answer. Select a question from the drop-down menu, and type the answer. Click 'Save' after editing these details.

The screenshot shows the 'Security' section with a light blue instruction bar: 'Choose the security question for this account.' Below this are the following fields:

- Security Question**: What was the name of your primary school?
- New Security Question**: What was the make and model of your first car? (dropdown menu)
- New Security Answer**: Type an answer

A green 'Save' button is located at the bottom right of the form.