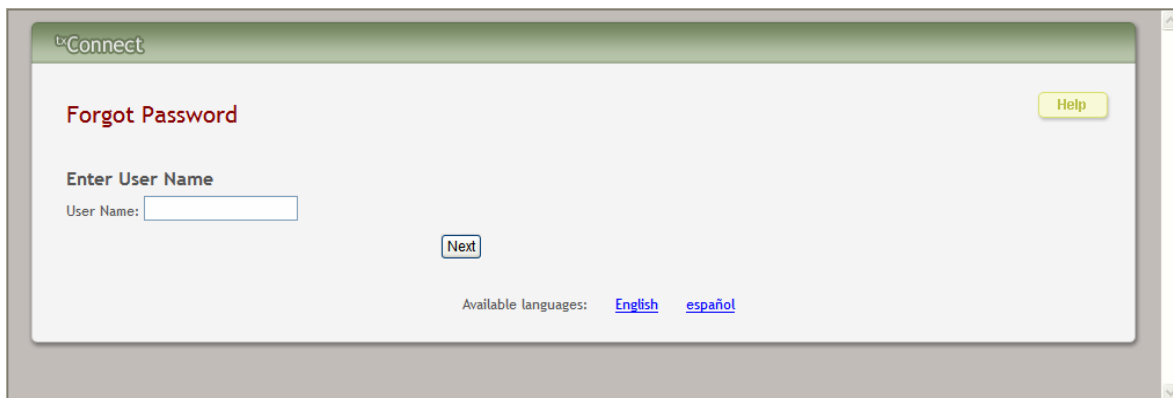


How to Reset a Password

If the parent has forgotten his password, he can reset it using an automated process. He will be required to provide the answer to his hint question. With the correct answer, he can reset his password to a new password.

If he has forgotten his user name, he must re-register.

- From the **Login** page, click the link under **Forgot your Password** to go to the Forgot Password page. The Forgot Password Enter User Name page is displayed.



The screenshot shows the txConnect interface for the 'Forgot Password' process. At the top left is the txConnect logo. The main heading is 'Forgot Password' in red, with a 'Help' button to its right. Below the heading is the section 'Enter User Name'. It contains a label 'User Name:' followed by a text input field. A 'Next' button is positioned below the input field. At the bottom, it says 'Available languages: English español' with 'English' and 'español' as clickable links.

- In the **User Name** field, the parent types his user name.
- Click **Next**. The Answer Hint Question page is displayed with his hint question.



The screenshot shows the txConnect interface for the 'Forgot Password' process at the 'Answer Hint Question' step. At the top left is the txConnect logo. The main heading is 'Forgot Password' in red, with a 'Help' button to its right. Below the heading is the section 'Answer Hint Question'. It contains a question: 'Question: What was your high school mascot?'. Below the question is a label 'Answer:' followed by a text input field. A 'Next' button is positioned below the input field. At the bottom, it says 'Available languages: English español' with 'English' and 'español' as clickable links.

- In the **Answer** field, the parent types the answer exactly as he entered it when he registered in txConnect. (Later on whenever he updates the hint question in his account, that answer must be entered here.)
- Click **Next**. The Set New Password page is displayed.

txConnect

Forgot Password

Help

Set New Password

Must be between 6 and 9 characters; must contain at least 3 of the following character types: uppercase, lowercase, numeric, punctuation.

New Password:

Confirm Password:

Finish

Available languages: [English](#) [español](#)

- In the **New Password** field, the parent enters a new password that he will use when he logs on to txConnect.
- The password must be six to nine alphanumeric characters.
- It must be a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBc1234).
- The password is case-sensitive (i.e., it must always be typed exactly as it is entered here, including uppercase and lowercase letters).
- In the **Confirm Password** field, the parent retypes his password exactly as it was typed above. This step confirms that he typed his password as intended.
- Click **Finish**. The Summary page for the first student in his alphabetical list is displayed.