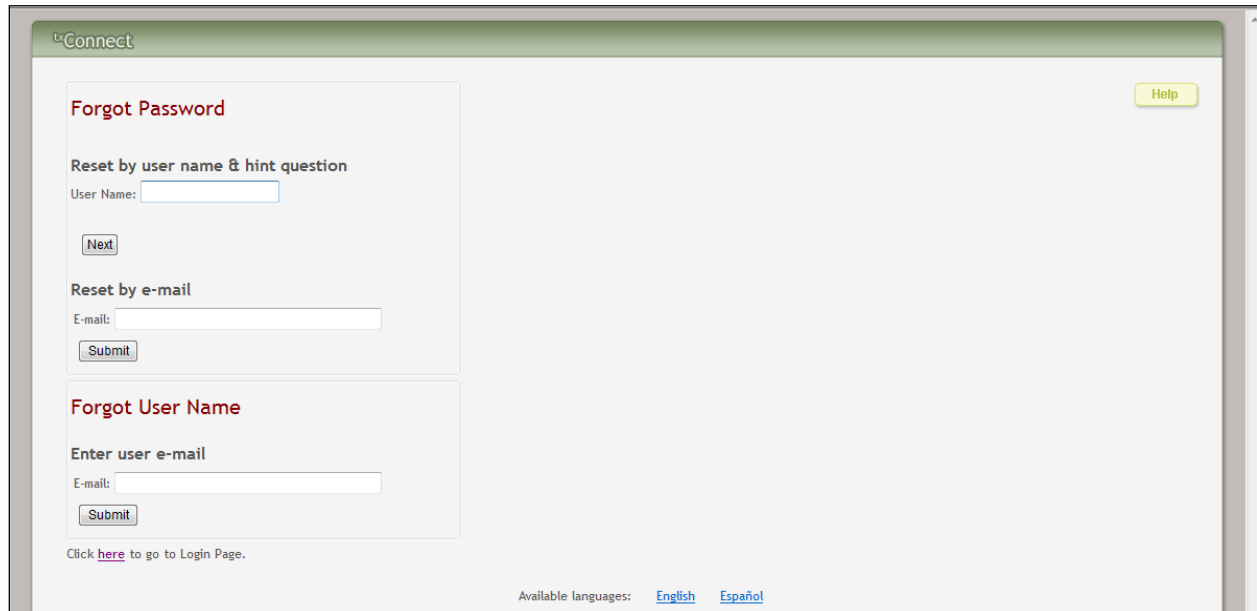


## How to Reset a Password

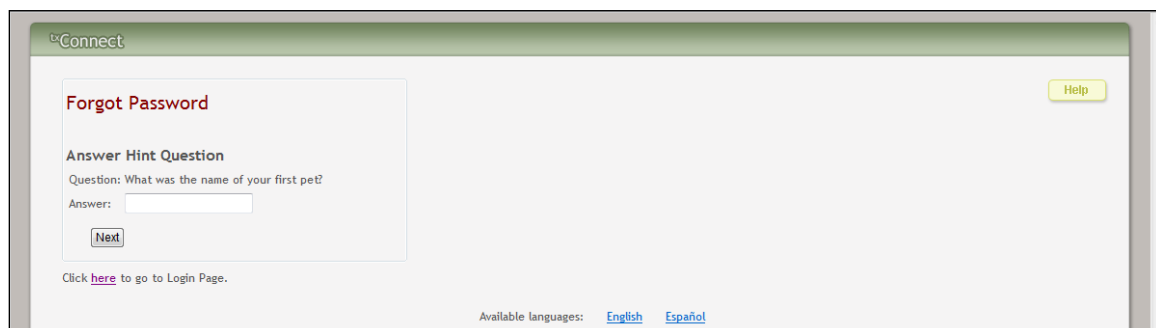
If the parent has forgotten his password, he can reset it using an automated process. He will be required to provide the answer to his hint question. With the correct answer, he can reset his password to a new password. Or, the parent can reset his password by automated e-mail message.

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



### Using User Name and Hint Questions

1. Under **Reset by user name & hint question** in the **User Name** field, the parent types his user name.
2. Click **Next**. The Answer Hint Question page is displayed with his hint question.



3. In the **Answer** field, the parent types the answer exactly as he entered it when he registered in **Connect**.
4. 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](#)

5. In the **New Password** field, the parent types 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).
6. 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.
7. Click **Finish**. The Summary page for the first student in his alphabetical list is displayed.

### Using E-mail Address:

1. Under **Reset by e-mail** in the **E-mail** field, the parent types his e-mail address.
2. Click **Submit**. When he clicks **Submit**, a message is sent to his e-mail address that contains a new password.
3. The parent returns to txConnect, and logs on using his user name and new password. Once he is logged on, he can reset his password as described previously in this guide.