

How to Retrieve a User Name

If the parent has forgotten his user name, he can retrieve it by using his e-mail address.

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

txConnect

Forgot Password

Reset by user name & hint question

User Name:

Next

Reset by e-mail

E-mail:

Submit

Forgot User Name

Enter user e-mail

E-mail:

Submit

Click [here](#) to go to Login Page.

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

1. Under **Forgot User name** in the **E-mail** field, the parent types his e-mail address.
2. The parent clicks **Submit**. When he clicks **Submit**, a message is sent to his e-mail address that contains his user name and a new password.
3. The parent returns to ^{tx}Connect 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.