Reset a student password

From the Dashboard, click Students – Click Manage Portal Access

![Dashboard Screenshot]

Use the search box to find the student by ID number

![Search Screenshot]

Check the box to the right of the student that says Disable, then click the big red box

![Disable Screenshot]

It will ask “Are you sure you want to disable portal access for 1 student(s)?” – Click Yes.
Now, you must add the student back to the portal access.

At the top of your Dashboard, click Add a Student.

Click Find Students.

The student you just disabled should be first on the list. If not, enter the ID number into the search box.
Check the student and click Custom Password next to Enable Portal using.

Enter the student ID number as the temporary password.

You will see this screen, indicating the student’s password was changed.

When the student logs in, they will see this prompt to reset their password to the password they use to log in to any school computer.