

Change or Reset Password

7 months ago Updated

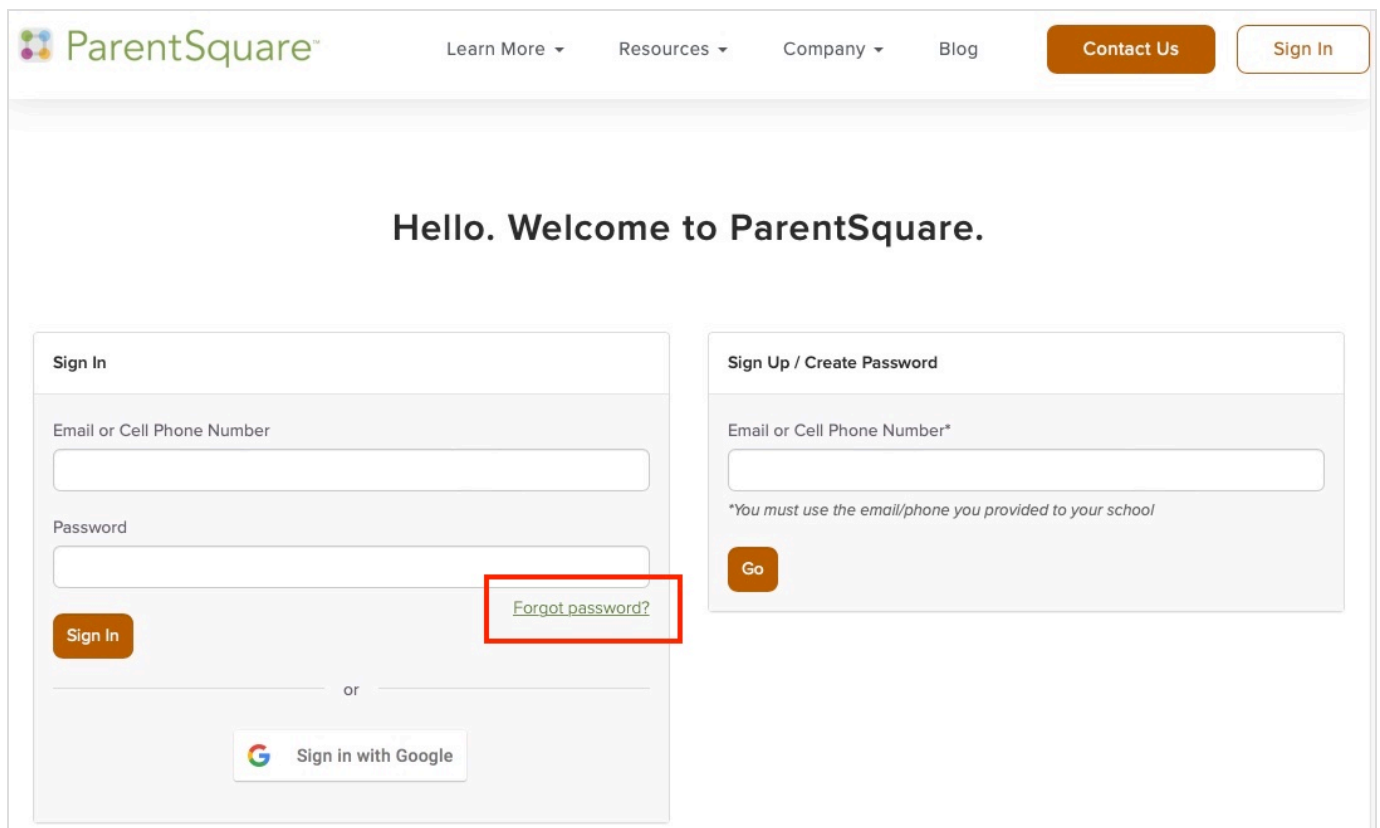
Who can use this?

Anybody signed into ParentSquare

You can reset or change your password from both our web browser or the app. Read below to find out how.

Reset Password on Web Browser

1. Sign out of your ParentSquare account (click **your name** and select **Sign Out**.)
2. From the sign in page, <http://www.parentsquare.com/signin>, click **Forgot Password** under the password field.



The screenshot shows the ParentSquare website's sign-in page. At the top, there is a navigation bar with the ParentSquare logo, links for 'Learn More', 'Resources', 'Company', and 'Blog', and buttons for 'Contact Us' and 'Sign In'. The main heading reads 'Hello. Welcome to ParentSquare.' Below this, there are two columns of forms. The left column is titled 'Sign In' and contains fields for 'Email or Cell Phone Number' and 'Password', a 'Sign In' button, and a 'Sign in with Google' button. The right column is titled 'Sign Up / Create Password' and contains a field for 'Email or Cell Phone Number*' and a 'Go' button. A note below the field reads '*You must use the email/phone you provided to your school'. A red box highlights the 'Forgot password?' link located below the password field in the 'Sign In' column.

3. Enter the **Email or Phone Number** associated with your ParentSquare account and click **Go**.

Forgot/Change Password

Email or Phone Number

[Cancel](#) **Go**

4. If you entered your mobile phone number you'll receive directions via text.
5. If you entered your email address you'll receive an email. Click **Reset your password**. Follow the instructions to create a new password.

Reset Password

To reset your password, click the link below. If you did not request your password to be reset, just ignore this email and your password will continue to stay the same.

Reset your password

Please do not reply directly to this email.

6. If you enter an email address or phone number that is not associated with your ParentSquare account, you will be taken to a form to provide information to your school to add you. This may take a day or so. Please follow up with your school.

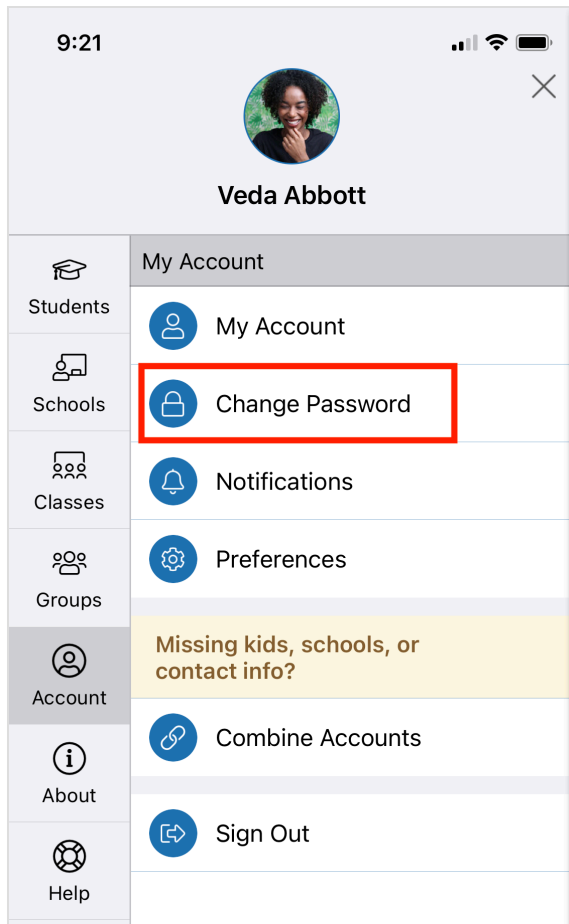
Reset Password on App

If you are **SIGNED IN** to the app:

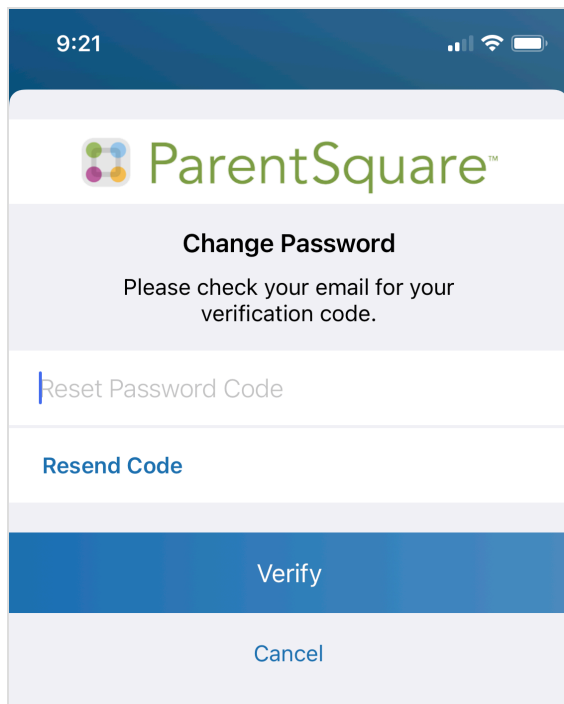
1. Tap the **menu** (three bars) at top left.

2. Select **Account**.

3. Select **Change Password**.



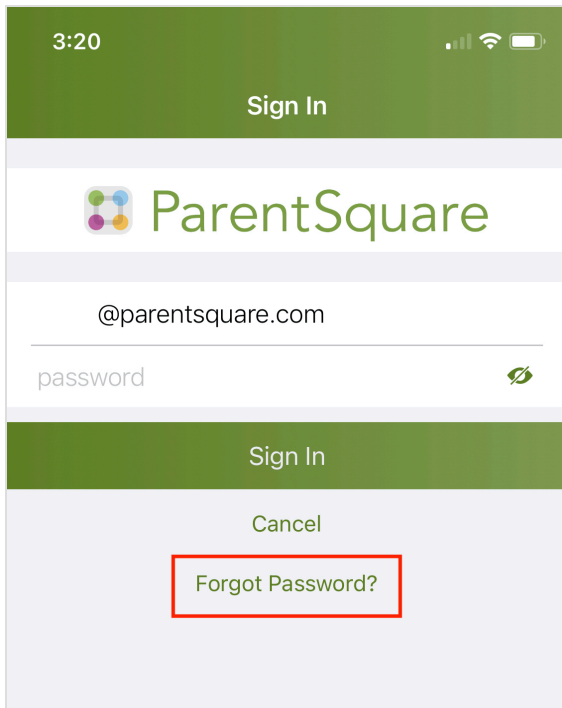
4. Check your email or text messages for the verification code. Enter the six digit code into **Reset Password Code** and tap **Verify**.



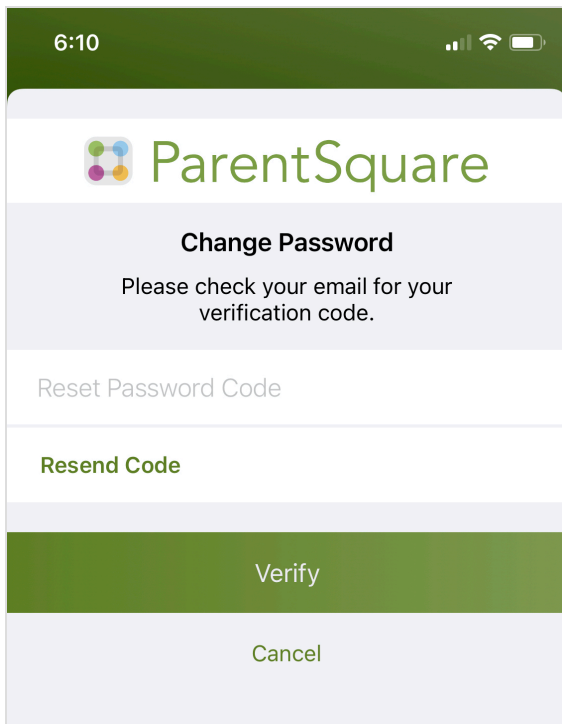
5. Follow the instructions to enter a new password.

If you are SIGNED OUT of the app:

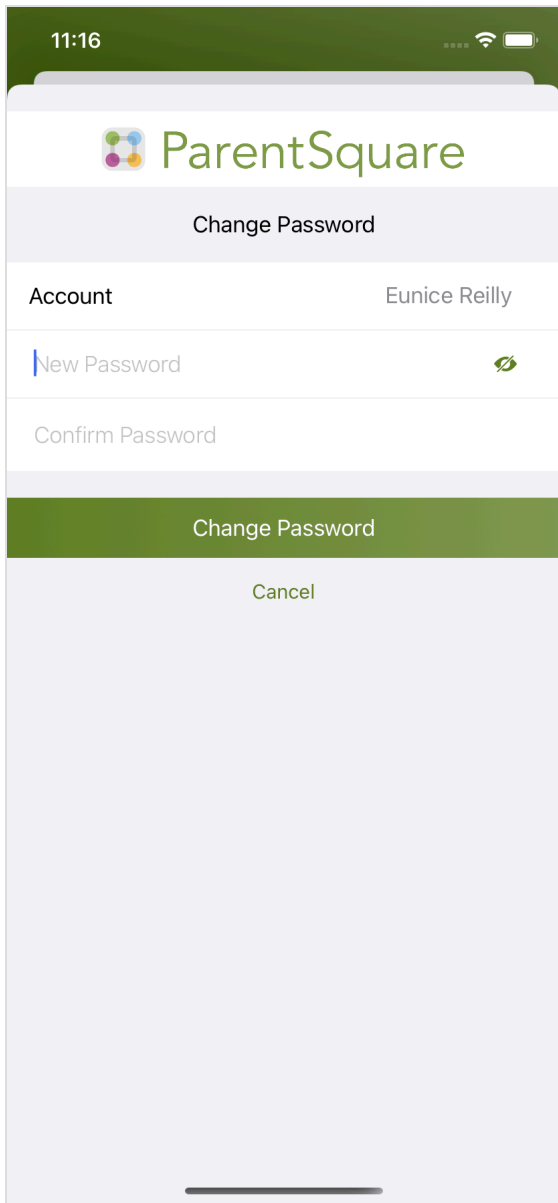
1. From the Sign In screen, enter your email or phone number associated with your ParentSquare account.
2. Click **Continue**.
3. Click **Forgot Password**.



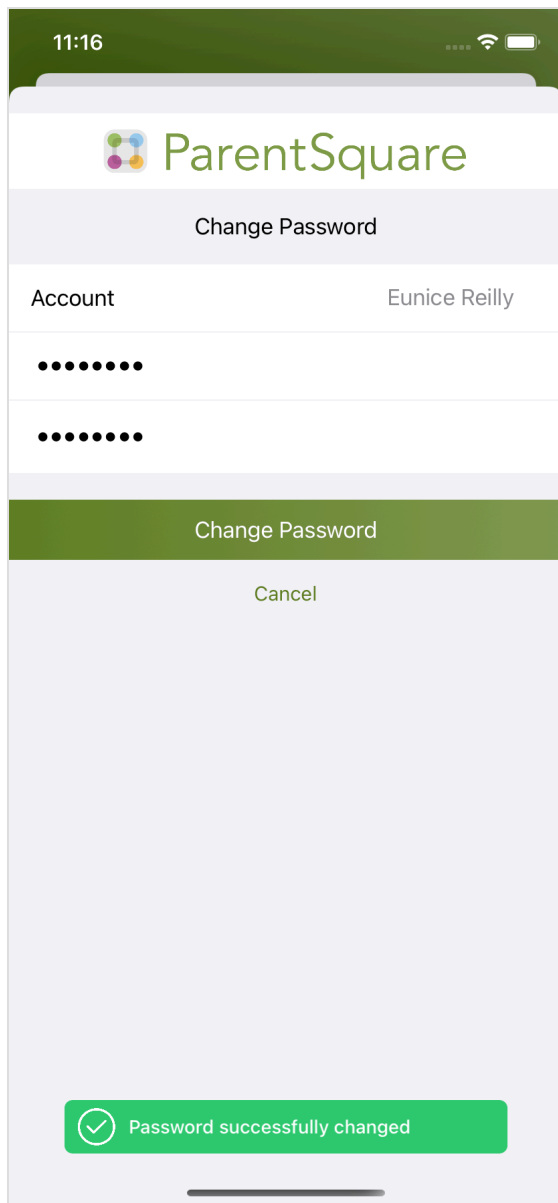
4. Check your email (if you used an email address) or text messages (if you used a phone number) for the verification code. Enter the six digit code into **Reset Password Code** and tap **Verify**.



5. Enter a new password, tap **Change Password**.



Confirmation shows password successfully changed.



What is recommended for a good password?

- Use at least 8 characters (the more characters the better)
- Use a combination of uppercase letters, lowercase letters, numbers, and symbols
- Avoid common password words and patterns like "1Password!" and "reallylongpassword1"
- Avoid re-using passwords you've used for other websites