

I have forgotten my password, what do I do?

Users that have forgotten their login details are able to reset their password:

To reset your password click on the **Forgotten your password** link from the ParentPay Login page.



Enter your email address or username in the blank field and click **Send**.



You will receive notification on screen confirming that instructions have been sent to your registered email address.

Forgotten your password?
We've sent instructions to the email mmouse@mousemail.com
Check your spam folder
If you haven't received the email in 5 minutes then click the button below, if the problem persists then contact the support team

Resend instructions

An email will be sent to your registered email address. You will need to click on the link within the email to receive the option to reset your password.

ParentPay received a request to reset the password for your ParentPay account with username mmouse@mousemail.com.

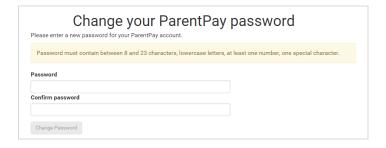
If you want to reset your password, click on the link below (or copy and paste the URL into your browser):

https://parentpay.com/AUTH/UI/ForgotPassword2.aspx?Key=123456789

If you don't want to reset your password, please ignore this message. Your password will not be reset. If you have any concerns, please contact us at ParentPay support.

The ParentPay Team

You will need to enter a new password and click **Change** to ensure your new password is registered.



You will receive notification on screen confirming that your password has been reset.



You can now log in as usual using your selected password.