

How to View/Edit Your Parent PIN, Account Email, and Account Password

Duration (Mins): 4 mins 32 seconds

Hello Parents! This tutorial video will show you how to view and edit the parent portal. We'll cover topics like managing and accessing parent PIN codes, portal account emails, and portal passwords. We will also cover what information is available to parents from their application. Please [click here](#) to access the help video.

Video Narration

Hello and welcome parents! My name is Kendra, and today, I'll be showing you how to view and edit your parent portal account email and password, as well as your parent PIN which you'll use to sign your child in and out of class or child care each day during drop-off and pick-up.

Upon logging in, you will land on the parent portal landing page.

Before navigating to your parent record, note that you can easily view your parent record details by clicking into the "Parents" tab displayed right on your landing page, as shown here.

Now we will navigate to the parent record where you can view and edit your parent pin, account email, and account password, click on the desired parent's name in the Parent Menu. Since we are using Riley Dono for our demo, we will click on "Riley Dono" in the menu.

Something to note, you may see another parent's name listed in the menu. You can also choose to navigate to this parent's record to view their information.

We have now navigated to Riley Dono's parent record, this is where all your parent information will be displayed in a card..

Perhaps the most important pieces of information on this portal are the parent pin, account email, and account password. These items are found at the bottom of the parent portal and can be edited by you the parent.

In order to edit the parent PIN, which is used to sign your student in and out from the eSignature Portal, begin by clicking on the pencil icon next to the word "PIN." This will open a modal which shows your current pin, including your first and last initial in a gray box. Those first two letters cannot be changed since they use the initials of your first and last name. You may, however, change the following pin digits, using any combination of 4 to 6 digits that you would like. When you are done entering the new numbers, you can either save without sending an email of the update by clicking on the blue "Save" button without selecting the checkbox, or choose to send a reminder that the pin was changed to the email associated with this parent account by selecting "send email to parent" before clicking "Save." In our example, we will send an email to ourselves.

The email will include the sender and the new PIN.

The portal account email is what you will use to log into the parent portal, as it serves as your username. To update this email, click on the blue "Update Email" button. This will open a modal that shows the current email you use to login. You can change this email however you would like, but be sure to include the entire email address. When you are done editing the portal account email, click on the blue "Save" button. Something worth noting is that changing this portal account email does not change the email listed for the account in the Parent Information section. That email can only be edited by your agency administrator. It is important that the email listed in the Parent Information section is up-to-date, since it is the email through which you receive communication from your agency.

The portal account password is used to log into the parent portal. In order to change this password, select the "Reset Password" option. This will open a modal where you can enter your new password, you must also confirm it. The email listed on this modal will be notified of the password reset, so make sure it is the correct email. Once you are done editing the password, select the blue "Save" button.

This concludes the tutorial video on how to view and edit your parent pin, account email, and account password. Please check out our other help videos to learn more.

Have a wonderful day and thanks for watching!