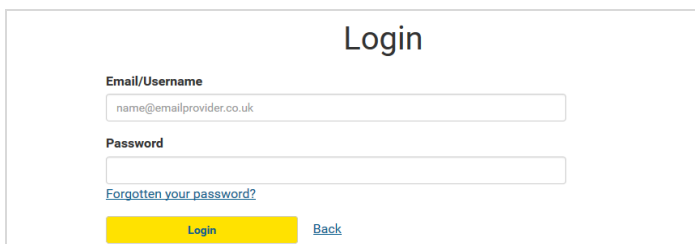


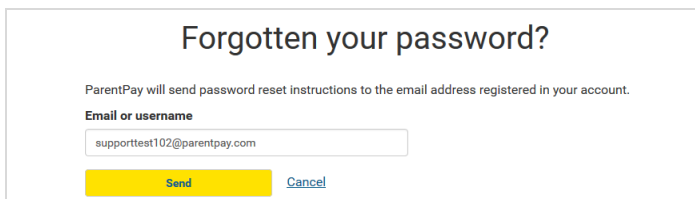
# I have forgotten my password, what do I do?

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

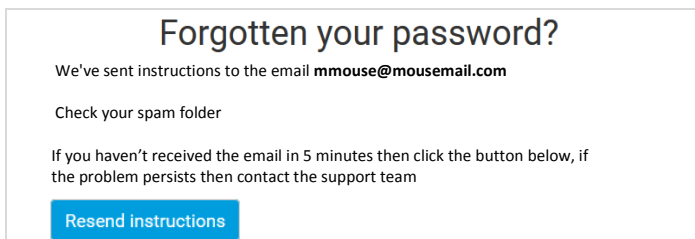
To reset your password click on the **Forgotten your password** link from the ParentPay Login page.



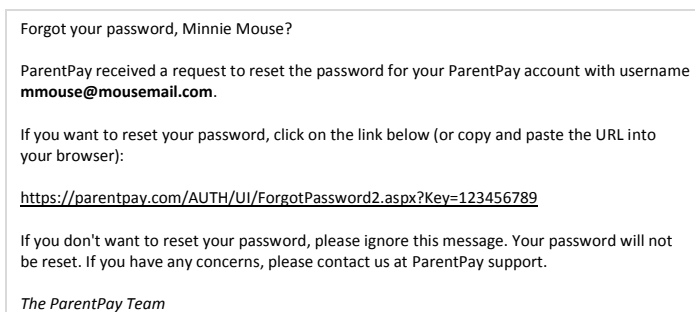
Enter your email address or username in the blank field and click **Send**.



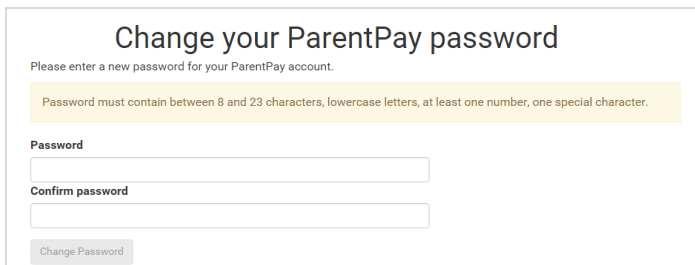
You will receive notification on screen confirming that instructions have been sent to your registered email address.



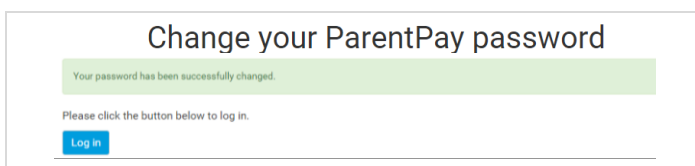
An email will be sent to your registered email address. You will need to click on the link within the email to receive the option to reset your password.



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.