

KinderConnect – Reset Password using Email Address

Occasionally, an **Operator** might forget his/her password. If an email address is already registered in KinderConnect, the system automatically selects the **Email Address** method to reset. From the **Login** page:

A Click on **Forgot Password**.



B Enter your **Username** and press **Retrieve Secret Question**.

A screenshot of a web form titled 'Reset Password'. Below the title is the instruction 'Please enter your username so we can retrieve your Secret Question'. There is a text input field labeled 'Username:' with the placeholder text 'Username'. Below the field is a blue button labeled 'Retrieve Secret Question'. At the bottom is a link that says 'Return to login page'.

C The system displays the Secret Question you selected during registration. In the space provided, enter the answer to your Secret Question. Press **Validate Secret Question**.

A screenshot of a web form titled 'Reset Password'. Below the title is the instruction 'Please answer your Secret Question'. The secret question is 'What is the first name of your spouse's father?'. There is a text input field labeled 'Answer:' with the placeholder text 'Answer'. Below the field is a blue button labeled 'Validate Secret Question'. At the bottom is a link that says 'Return to login page'.

D Enter your new **Password** which must adhere to the requirements set up by your System Administrator regarding the length, number of characters, digits, lower case and upper case, etc. Note that the system prevents operators from using any of their previous four passwords.

A screenshot of a web form titled 'Reset Password'. Below the title is the instruction 'Please enter a new password'. There are two bullet points: 'Password length must be between 7 and 15 characters long.' and 'Password must contain the required amount of digits: 1'. There are three text input fields: 'Password', 'Confirm Password', and 'Secret Question' (with a dropdown menu showing 'What is the first name of your spo...'). Below these is a text input field for 'Answer' with the placeholder 'John'. At the bottom is a blue button labeled 'Reset Password' and a link that says 'Return to login page'.

E Enter again in the **Verify Password** field.

F Press **Reset Password**.