

# Quick Guide: Forgot Password/Forgot User ID



## Forgot Password/Forgot User ID

At the start of the school year there are many parents and students that have forgotten their passwords. Instead of staff having to reset the password, you can provide users with a Forgot Password/Forgot User ID feature on the iPass Login screen.

When the user clicks on Forgot Password they will be prompted to provide their User ID or their Email Address.\*

**\*IMPORTANT NOTE:** For this feature to work, the user’s email address must be entered in the Student, Guardian, and Staff record.

When they enter the information and Submit they will see the following message:

An email has been sent to your address. Please check your email and click the link attached.

Example email sent from the Admin Email Address:

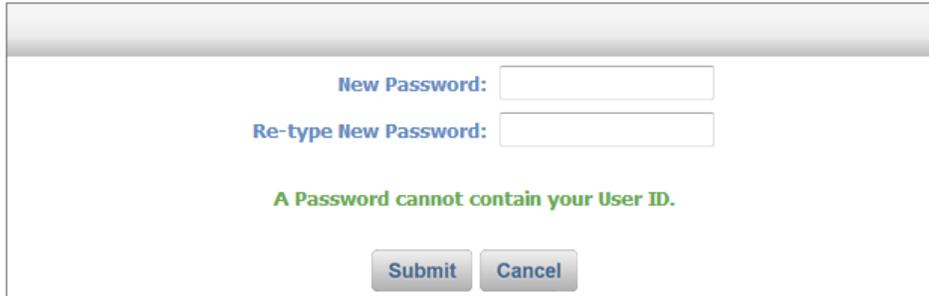
**From:** iparent@(District email domain)  
**Sent:** Thursday, August 30, 2018 1:35 PM  
**To:** (Name/Email Address of user requesting password reset)  
**Subject:** (District Name.....) Password Request

You may change your iPass Password here [Change iPass Password](#)

When you click on the Change iPass Password link you will see the following:



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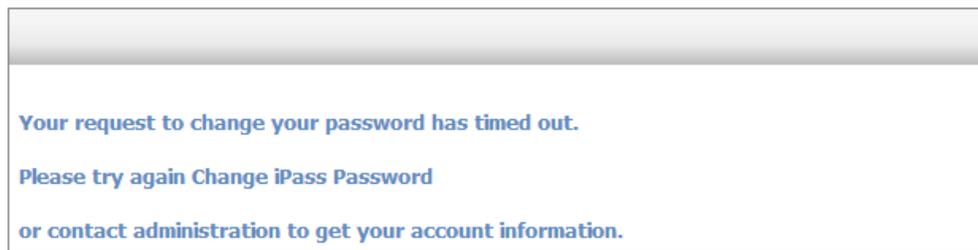


New Password:

Re-type New Password:

**A Password cannot contain your User ID.**

If the user waits too long to request the change they will get the following message:



**Your request to change your password has timed out.**

**Please try again Change iPass Password**

**or contact administration to get your account information.**

iPass Administrators will need to enable the Forgot ID and/or Forgot Password feature and set up some parameters for this feature to activate a User ID upon request, set the number of tries, and amount of time a user has to utilize the feature. [Click here for more information.](#)

