

KinderConnect – Reset Password using Email Address

Occasionally, an **Operator** might forget his/her password. **Note:** After five failed attempts, the account will be locked.

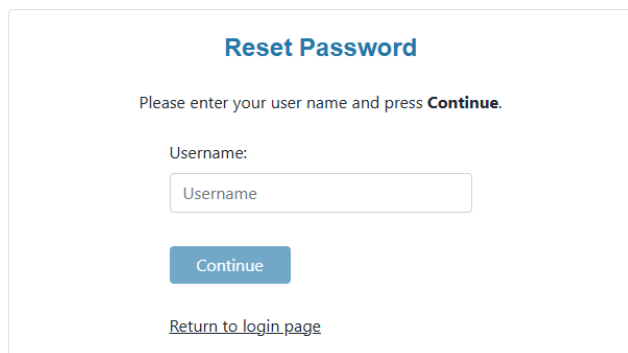
If an email address is registered in KinderConnect, the system automatically selects the **Email Address** method to reset. From the **Login** page:

A Click on **Forgot Password**.

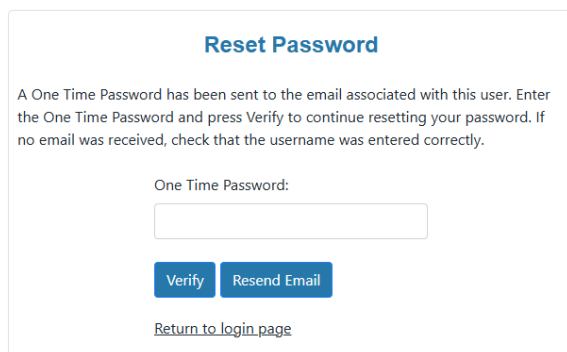
Sign In

[Forgot password?](#)

B Enter your **Username** and press **Continue**.

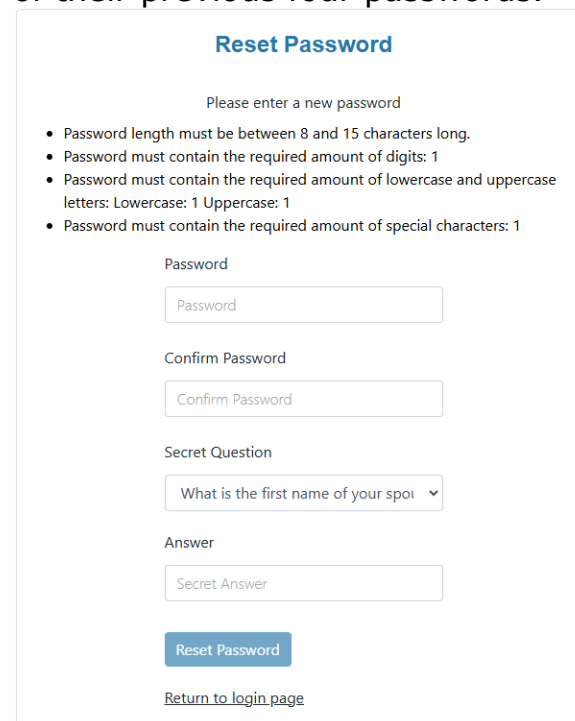


C In the space provided, **One Time Password** sent to your associated email. Press **Verify** or **Resend Email** if you did not receive it.



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: the system prevents operators from using any of their previous four passwords.



E Enter again in the **Confirm Password** field and enter the answer to your **Secret Question**.

F Press **Reset Password**.