

Resetting your password

From within the Parent Portal

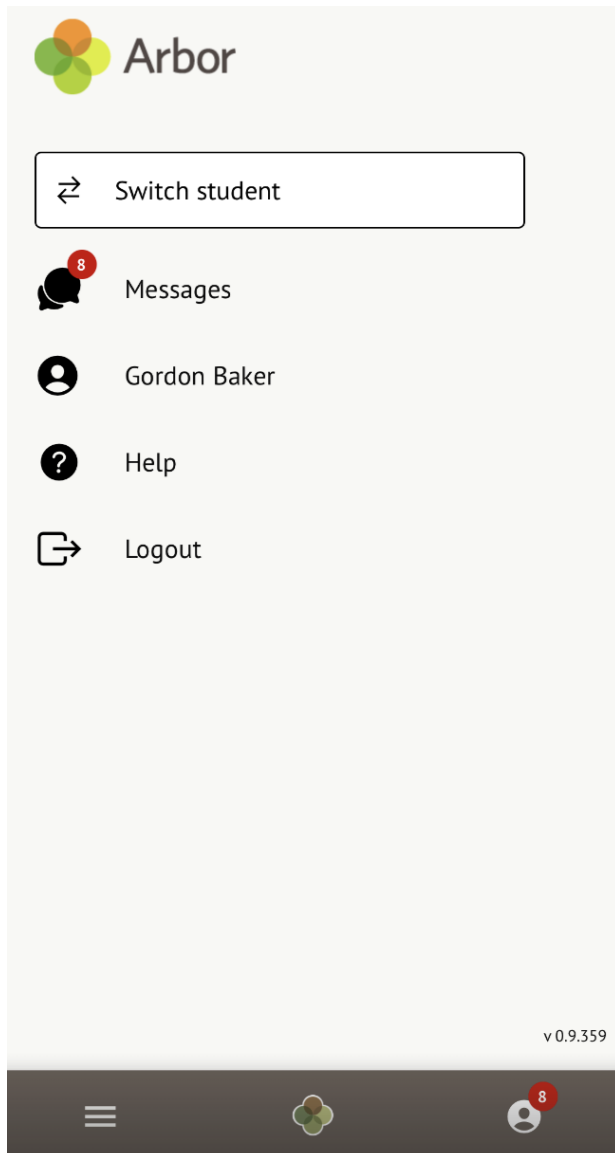
Go to **My Items > My Account**. Add in your new password details.



The image shows two parts of the Parent Portal interface. On the left is the 'My Account' page, which has a 'Login Details' section. Under 'Login Details', there is a table with two columns: 'Username' and 'Password'. The 'Username' row shows the value 'pallen'. The 'Password' row shows a link that says 'Click to change password'. On the right is a 'Change password' form. It contains three input fields: 'Current password*', 'New password*', and 'Confirm password*'. Below the form are two buttons: a grey 'Cancel' button and a green 'Change password' button.

From within the Parent App

If you are logged into the Parent App, you can change your password by clicking the profile icon, then clicking your name.




You will then be able to see your account details including your non-email username. Click to change your password.



My Account

Login Details	
Username	radams149
Password	Click to change password >

On the next screen, type in your current password and your new password, then **Change Password**.



Change password

Current password

New password

Confirm password

Change Password

I've forgotten my password

Reset your password for the Parent Portal

Click the **Forgot your password?** link on the login page to be sent a reset password email.

Log in

Log in

Remember me [Forgot your password?](#)

Reset your password for the Parent App

If you have accessed Arbor previously and have forgotten your password, select the **Forgotten password?** option when signing in to the Parent App.

The screenshot shows a mobile application interface for a school. At the top left is a back arrow icon. The title 'Select School' is centered at the top. Below this, a white rounded rectangle contains the school's name 'The Sunnyville School of Magic' and its address 'W10 5BN, London, GBR'. Underneath is a grey input field with the placeholder text 'Enter your password'. A green button labeled 'Log in' is positioned below the input field. At the bottom of the white box is a link that says 'Forgotten password?'.

This will take you to a second screen where you can enter your email to generate a password change email.

The screenshot shows a mobile application interface for a password reset. At the top right is a close 'X' icon. The title 'Forgotten Password' is centered. Below it is a grey input field with the placeholder text 'Your Email Address'. A green button labeled 'Reset Password' is positioned below the input field.