

# Parent Portal Recover User Name or Password Website & Mobile App

Click “Reset Password”



## Select What You're Needing

- Use email to recover User Name or Reset Password
- Use Recover User Name to Reset Password

Two side-by-side screenshots of the recovery forms. The left screenshot is titled 'Recover User Name' and shows an 'Email Address' field with the text 'Example\_01@exp.com' and a green 'Recover User Name' button. The right screenshot is titled 'Reset Password' and shows a 'User Name' field with a person icon and the text 'User Name', an 'Email Address' field with the text 'Example\_01@exp.com', a green 'Next' button, and a green 'Reset Password' button.