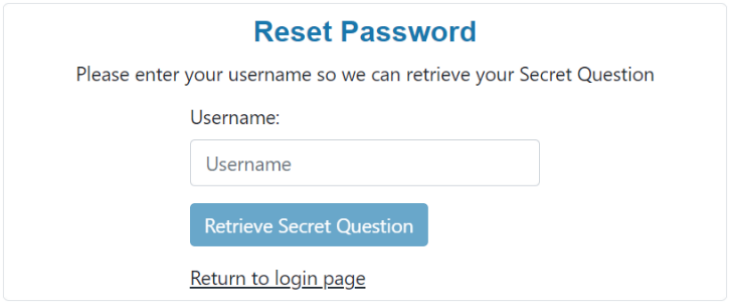
KinderConnect – Reset Password using Email Address

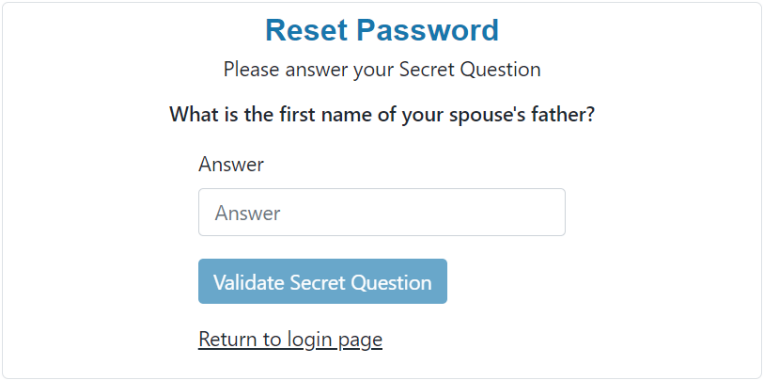
Occasionally, an **Operator** might forget his/her password. If an email address is already registered in KinderConnect, the system automatically selects the ***Email Address*** method to reset. From the **Login** page:

A Click on ***Forgot Password***.

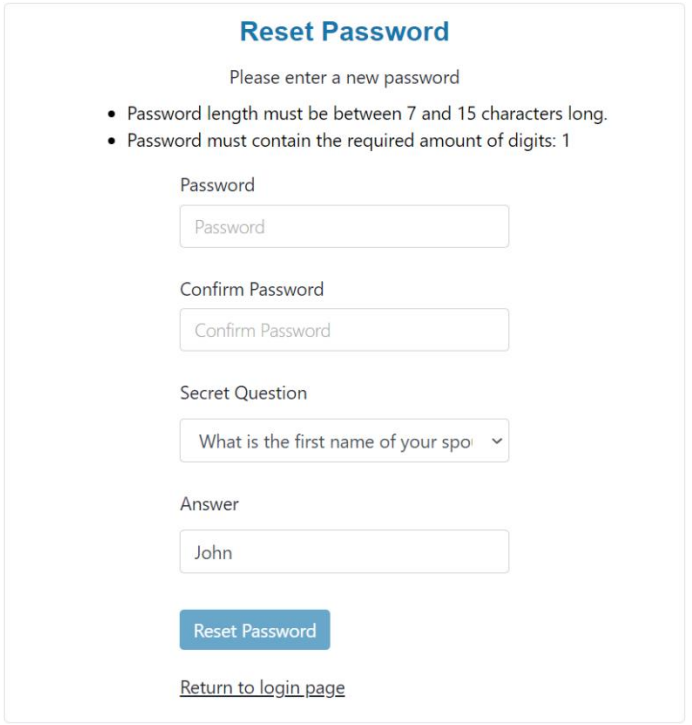
B Enter your **Username** and press **Retrieve Secret Question**.



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**.



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.



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

F Press **Reset Password**.