

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:

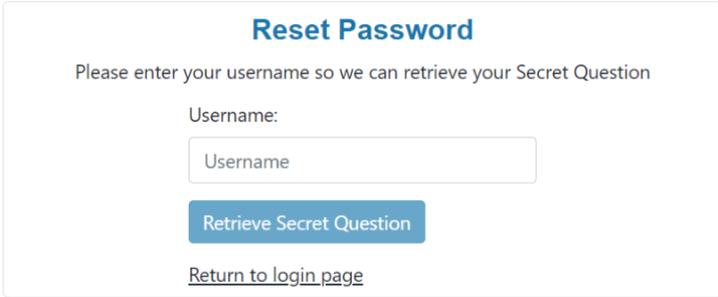
A Click on **Forgot Password**.



Sign In

[Forgot password?](#)

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



Reset Password

Please enter your username so we can retrieve your Secret Question

Username:

Retrieve Secret Question

[Return to login page](#)

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**.



Reset Password

Please answer your Secret Question

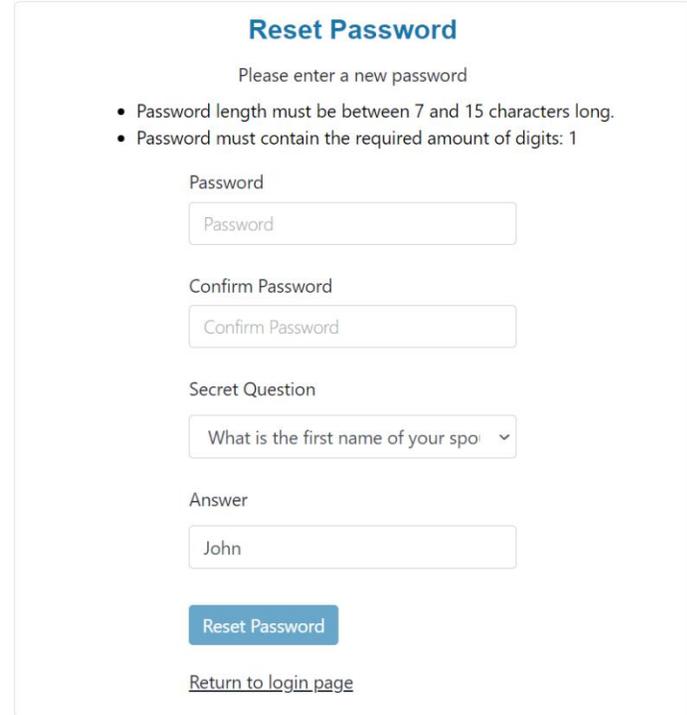
What is the first name of your spouse's father?

Answer

Validate Secret Question

[Return to login page](#)

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.



Reset Password

Please enter a new password

- Password length must be between 7 and 15 characters long.
- Password must contain the required amount of digits: 1

Password

Confirm Password

Secret Question

What is the first name of your spo... ▾

Answer

Reset Password

[Return to login page](#)

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

F Press **Reset Password**.