

# USING THE PARENT PORTAL

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## Forgotten Password Feature

Parents and other authorized users should follow this procedure if they have trouble logging in due to a forgotten password.

1. Go to the Springfield College PrideNET website: [pridenet.springfield.edu](http://pridenet.springfield.edu).
2. Click the "Parent Portal" tab along the top.

**Welcome**

Welcome to the Springfield College Parent Portal. This site allows parents and authorized guests to view and manage their student's Springfield College financial information:

- Student eBill/Payment Plan, including making an online payment
- Student Account Details
- Financial Aid Information
- Student Holds
- 1098-T Information
- Class Schedule

To gain access to the portal, students must setup an account and grant the appropriate permissions for each authorized user. Students will also need to provide users with their Springfield College student ID number, to enable them to confirm their account and gain access to the portal.

Please keep in mind that your list of features may vary, depending on the privileges granted to you by the student. **Only the student can grant or revoke these privileges.** If any changes are required, please contact the student directly.

[View Parent Portal Terms & Conditions](#)

**My Parent Portal**

**Account Login**

Enter your credentials below and click the **Login** button.

Email Address:   
*This is the email address associated with your account.*

Password:

[Click here if you've forgotten your password.](#)

Login

**New users** - You must **confirm your account and create your password** before you can login.

By logging into the Parent Portal, you agree to abide by the **Parent Portal terms & Conditions**.

3. Click the forgotten password link in the Account Login section.

**My Parent Portal**

**Forgotten Password**

If you've forgotten your password, your portal account must be reconfirmed by a student who has previously authorized you to view their student account. To initiate this process, type the email address associated with your Portal account into the field below, and click the **Submit** button.

An email will then be sent to the student(s) associated with your account. A student must then reconfirm your account, and then you'll receive an email with instructions on how to reset your password.

*You will not be able to login until your account has been reset.*

Email Address:

Submit

4. Enter your email address in the box, and click the Submit button.
5. An email will be sent to all students associated with your account, requesting the account be reset (only one student will need to reset the account).
6. Once a student completes the reset, you will receive an email stating that your account has been reset
7. You will need to complete the confirm account process again to regain access

**Please note:** Only a student associated with your account can complete the Account Reset feature.