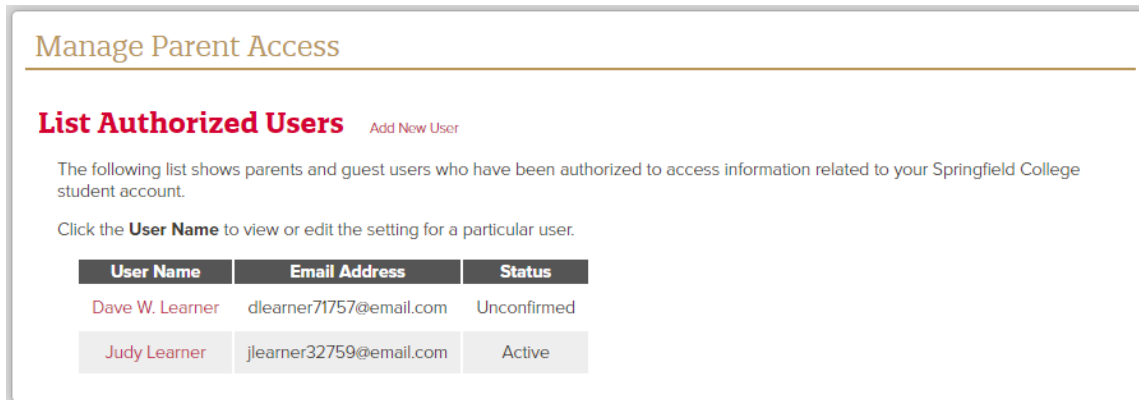# Using the Parent Portal

The Account Reset Process

Students should use this procedure after one of their Parent Portal authorized users clicks the Forgotten Password link. The Student will receive an email indicating which user account to reset.

1. Sign in to PrideNET, and click the "Parent Portal" tab along the top.

Manage Parent Access

List Authorized Users Add New User

The following list shows parents and guest users who have been authorized to access information related to your Springfield College student account.
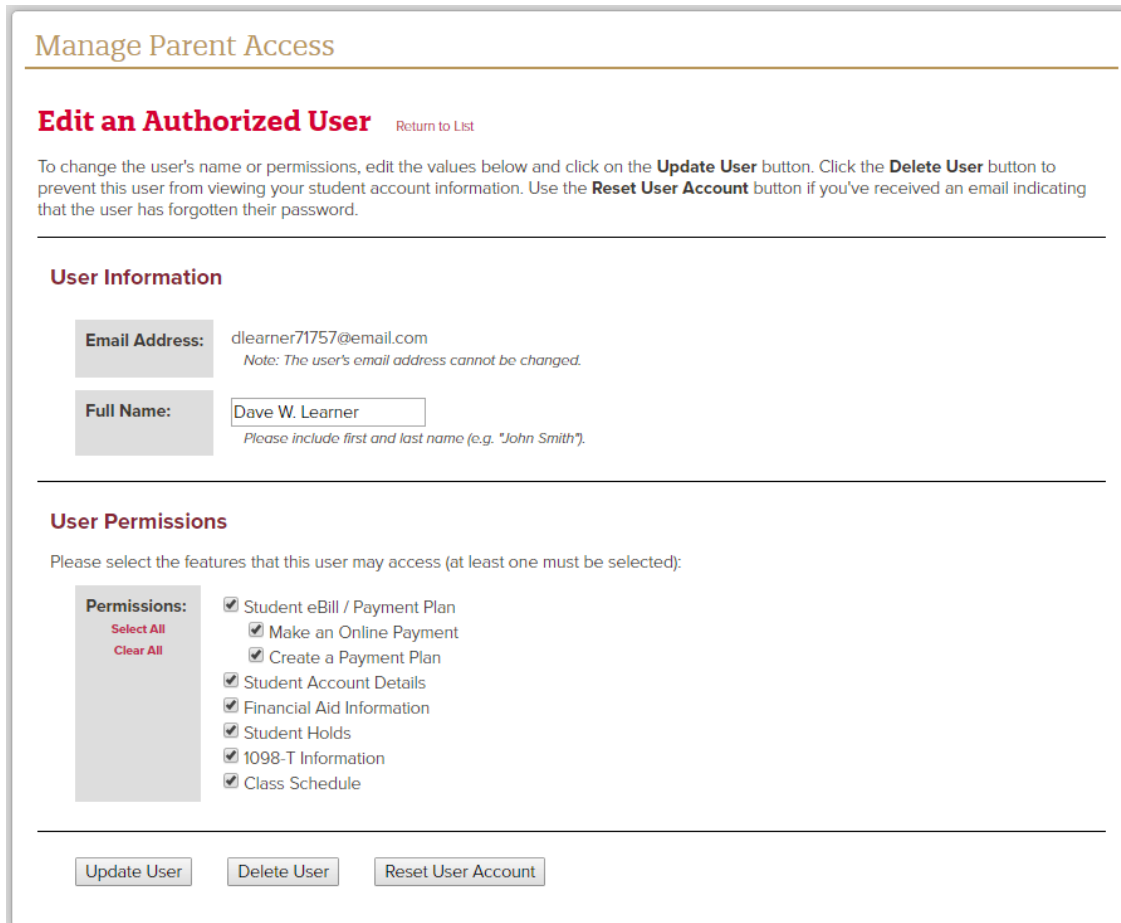
Click the **User Name** to view or edit the setting for a particular user.

User Name	Email Address	Status
Dave W. Learner	dlearner71757@email.com	Unconfirmed
Judy Learner	jlearner32759@email.com	Active

2. The status of the user who forgot their password should now show as "Unconfirmed".

   TIP: If the user's status is Active, then another student has already reset the account, and no further action is needed.

3. Click on the User Name.

Manage Parent Access

Edit an Authorized User   Return to List

To change the user's name or permissions, edit the values below and click on the **Update User** button. Click the **Delete User** button to prevent this user from viewing your student account information. Use the **Reset User Account** button if you've received an email indicating that the user has forgotten their password.

User Information

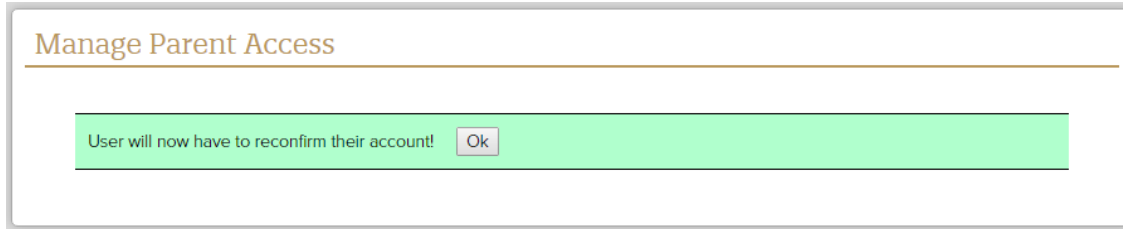| Email Address:	dlearner71757@email.com
	Note: The user's email address cannot be changed.
Full Name:	Dave W. Learner
	Please include first and last name (e.g. "John Smith").

User Permissions

Please select the features that this user may access (at least one must be selected):

Permissions:
Select All
Clear All

- ☑ Student eBill / Payment Plan
  - ☑ Make an Online Payment
  - ☑ Create a Payment Plan
- ☑ Student Account Details
- ☑ Financial Aid Information
- ☑ Student Holds
- ☑ 1098-T Information
- ☑ Class Schedule

[Update User] [Delete User] [Reset User Account]

Using the Parent Portal

4. Click on the "Reset User Account" button near the bottom of page. Then click "OK" to confirm your request.

Manage Parent Access

User will now have to reconfirm their account!   Ok

5. Click "OK" to return.

Notes:

- The authorized user will receive an email informing them they need to reconfirm their account to regain access.