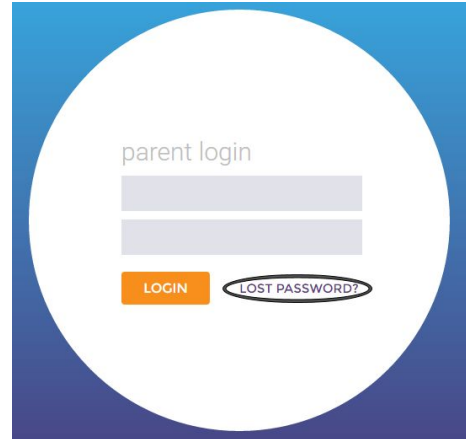


# I forgot my Password

If you have forgotten your password, don't worry you are not the first and certainly will not be the last. To remedy this, click on "LOST PASSWORD?" directly to the right of the "LOGIN" button.



You will be presented with two questions in **BOLD**. The top question is "**Forgot Parent Login ID?**" ignore this question. Instead look at the Second option "**Forgot Parent Account Password?**"

**Forgot Parent Login ID?**

If you have forgotten your Parent Login ID, please provide the email address you used to set up your account and your PIN code to have the system send you a link to reset your Parent Account ID. NOTE: If your account email address is no longer correct or if you are unable to receive messages to that account, you will need to contact the school district to have your email address updated.

Type Your Email Address:

Your PIN Code:

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**Forgot Parent Account Password?**

If you have forgotten your account password, please provide your Parent Login ID to have the system send you a link to reset your account password. NOTE: If your account email address is no longer correct or if you are unable to receive messages to that account, you will need to contact the school district to have your email address updated.

Type Your Parent Login ID:

At this point you will be requested to **Type your Parent Login ID**. Click on submit once you have done so. In a few minutes you will receive an email. This email will be from [schoolistrict@esvmail.com](mailto:schoolistrict@esvmail.com). In this email you want to find a large blue link with the words "Account Password Reset". This is located directly under "**Please click on the below link to reset your password:**". You will be brought to a webpage that asks you to Reset Parent Account Password. Enter your new password. Once you have created and confirmed your new password click on "Dashboard Home Page." Congratulations your password has been reset now attempt to login.