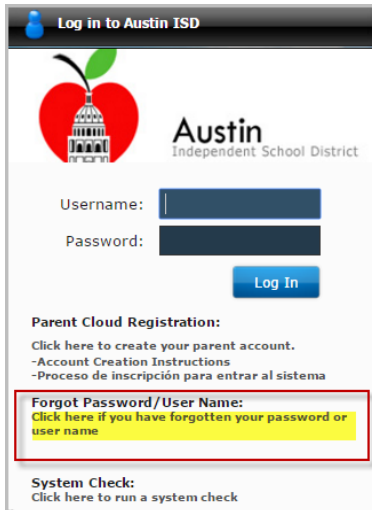


## Resetting Parent Cloud Username/Password

Parents/Guardians can reset their Parent Cloud username/password from the Parent Cloud homepage. To access Parent Cloud, go to [my.austinisd.org](http://my.austinisd.org).

1. Click the link ***Click here if you have forgotten your password or username*** under Forgot Password/User Name.



## Resetting Username

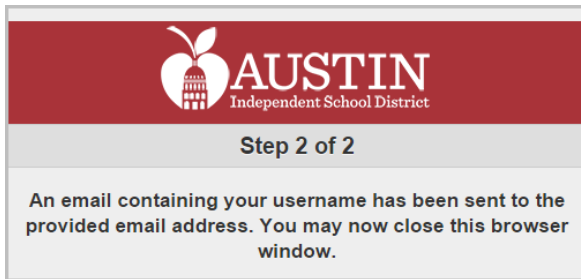
1. Click ***Forgot My Username***.



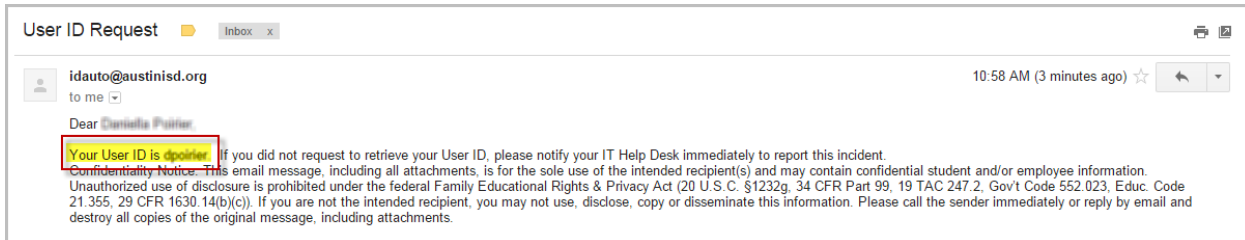
2. Enter the email address associated with your account then click ***Next***.



3. If an account exists for the email address entered, email will be sent to the user.



4. Your username will be included in the message sent to your inbox.



5. If an account does not exist for the email address entered, the message below will appear. Please create a new parent cloud account or contact the Parent Technology Helpline at 512-414-9187 for assistance.



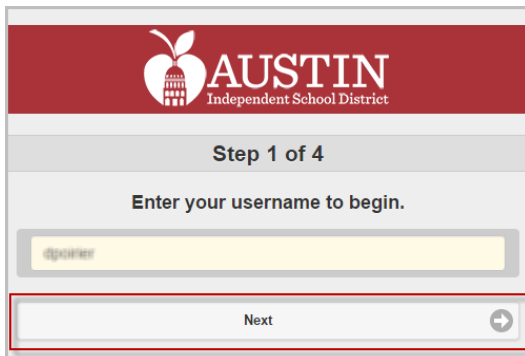
### Resetting Password

In order to reset your password, you must know your username and you must have set up your challenge questions when you initially set up your Parent Cloud account. If you do not remember your username or did not set up your challenge questions, please contact the Parent Technology Helpline at 512-414-9187.

1. Click **Forgot My Password**.



2. Enter your username then click *Next*.



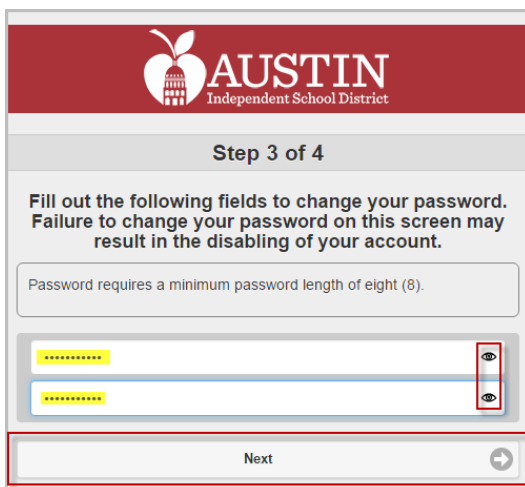
The screenshot shows the first step of the password reset process. At the top is the Austin Independent School District logo. Below it, the text "Step 1 of 4" is displayed. The instruction "Enter your username to begin." is followed by a text input field containing the username "dgoner". At the bottom of the form, a "Next" button with a right-pointing arrow is highlighted with a red box.

3. Answer the challenge question then click *Next*.



The screenshot shows the second step of the password reset process. At the top is the Austin Independent School District logo. Below it, the text "Step 2 of 4" is displayed. The instruction "Answer your challenge questions" is followed by a text input field with the question "What was your first or favorite pet's name". The input field contains five asterisks. At the bottom of the form, a "Next" button with a right-pointing arrow is highlighted with a red box.

4. Enter and confirm your new password then click *Next*.  
*Note: Click on the eye icon to see the characters being entered.*



The screenshot shows the third step of the password reset process. At the top is the Austin Independent School District logo. Below it, the text "Step 3 of 4" is displayed. The instruction "Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account." is followed by a text input field with the note "Password requires a minimum password length of eight (8)". Below this are two password input fields, each containing eight asterisks. Each input field has a small eye icon to its right. At the bottom of the form, a "Next" button with a right-pointing arrow is highlighted with a red box.

5. The confirmation message below appears once you have successfully reset your password. Click the [here](#) link to return to log in screen.



The screenshot shows the final step of the password reset process. At the top is the Austin Independent School District logo. Below it, the text "Step 4 of 4" is displayed. The message "Password change complete. Click [here](#) to go on to your original destination." is shown, with the word "here" highlighted in a blue box.