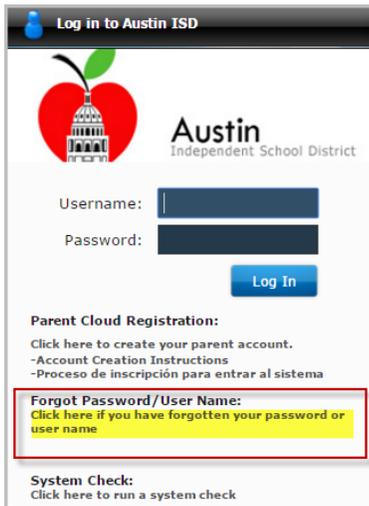


### Restablecer Nombre de Usuario o Contraseña Para Parent Cloud

Padres y tutores pueden restablecer su nombre de usuario o contraseña para Parent Cloud en la página de entrada. Para acceso a Parent Cloud, visite [my.austinisd.org](http://my.austinisd.org).

1. Haga clic en enlace, ***Click here if you have forgotten your password or username*** bajo el título Forgot Password/User Name.



The screenshot shows the login page for Austin ISD. At the top, it says "Log in to Austin ISD". Below that is the Austin ISD logo and name. There are input fields for "Username:" and "Password:" with a "Log In" button. Below the login fields, there is a section for "Parent Cloud Registration" with a link to create an account. A red box highlights the "Forgot Password/User Name" link, which says "Click here if you have forgotten your password or user name". At the bottom, there is a "System Check" link.

### Restablecer Nombre de Usuario

1. Haga clic ***Forgot My Username***.



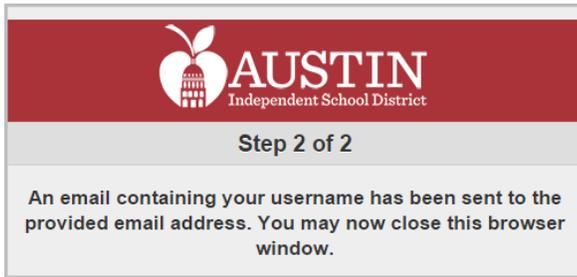
This screenshot shows the same login page as above, but with a red box highlighting the "Forgot My Username" link. The link has a right-pointing arrow next to it. Other links like "Forgot My Password" and "Reset Parent Account Password" are also visible below it.

2. Entre el correo electrónico asociado con su cuenta de Parent Cloud después haga clic ***Next***.

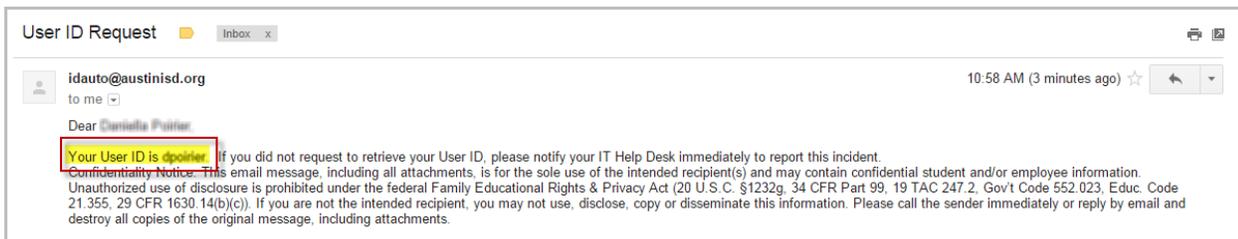


This screenshot shows the "Step 1 of 2" registration page. It asks the user to "Enter the email address associated with your account." The email address "daniella.porier@gmail.com" is entered in the input field. A red box highlights the "Next" button at the bottom of the page.

3. Si existe una cuenta de Parent Cloud para el correo electrónico que entro, se le mandara un mensaje electrónico. Favor de revisar su correo electrónico.



4. Su nombre de usuario estará incluido entre en mensaje.



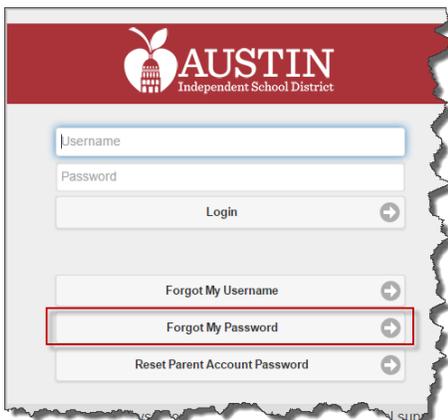
5. Si no hay una cuenta asociada con el correo electrónico que entro, el siguiente mensaje aparecerá. Favor de crear una cuenta nueva usando el correo electrónico correcto o llame a la Línea de Asistencia Tecnológica de Padres at 512-414-9187.



## Reestablecer Contraseña

Para poder restablecer su contraseña, es debido saber su nombre de usuario y el haber establecido sus preguntas de seguridad cuando creo su cuenta por primera vez. Si no recuerda su nombre de usuario y no estableció sus preguntas de seguridad es necesario llamar a la Línea de Asistencia Tecnológica de Padres al 512-414-9187.

1. Haga clic ***Forgot My Password.***



2. Entre su nombre de usuario y haga clic *Next*.



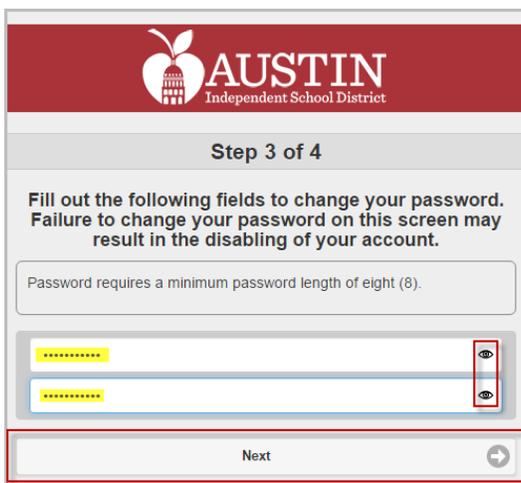
The screenshot shows the first step of the password reset process. At the top is the Austin Independent School District logo. Below it, the text reads "Step 1 of 4" and "Enter your username to begin." There is a text input field containing the username "dgoner". At the bottom of the form, a "Next" button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

3. Responda la pregunta de seguridad y haga clic *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 reads "Step 2 of 4" and "Answer your challenge questions". There is a text input field with the question "What was your first or favorite pet's name" and a masked answer "\*\*\*\*\*". At the bottom of the form, a "Next" button with a right-pointing arrow is highlighted with a red box.

4. Entre y confirma su nueva contraseña y haga clic *Next*.  
*Nota: Haga clic el icono del ojo para ver los caracteres que está entrando.*



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 reads "Step 3 of 4" and "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." There is a text input field with the instruction "Password requires a minimum password length of eight (8)". Below that are two text input fields for the new password, both masked with "\*\*\*\*\*". Each field has a visibility icon (an eye) to the right. At the bottom of the form, a "Next" button with a right-pointing arrow is highlighted with a red box.

5. Al haber restablecido su contraseña, aparecerá el siguiente mensaje. Haga clic el enlace here para regresar a la página de entrada de Parent Cloud. Utilice su nueva contraseña para entrar al sistema.



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 reads "Step 4 of 4" and "Password change complete. Click [here](#) to go on to your original destination." The word "here" is a blue hyperlink and is highlighted with a red box.