

Parent Portal Password Reset Issues

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If a parent advises you that they are not receiving a password reset email, you can verify that it was sent by viewing the email history on the *Misc* tab of the *Family* record.

Click the **View Sent Emails** button and look for emails with the Type=Portal Password. These will confirm that the password resets were sent. You can even view a copy of the sent email.

The screenshot displays the 'Email History' section of a system. At the top, a blue header reads 'Email History'. Below it, a light blue box contains an information icon and the text '180 days of email history is saved'. A yellow callout box points to the first row of the table, stating: 'Confirms the date and time that Jackrabbit sent the password reset email and which address it was sent to'. The table has columns for Date Sent, Status, Type, Subject, Recipient, To Address, and From Address. The first row is highlighted, with a yellow callout box around the 'Type' column value 'Portal Passwor...'. Below the table, a yellow dashed arrow points to a preview of an email. The email content is enclosed in a yellow callout box and reads: 'Your customer portal password has been reset by an administrator. Your Portal UserID is: hollyager41@gmail.com Your Portal Password is: 25h6bcxz (Please note that passwords are case-sensitive) This is a temporary password. You can change it after you login. You may login at our [Portal Login](#) ~Help Center Parent Portal/Jackrabbit Support'.

Date Sent	Status	Type	Subject	Recipient	To Address	From Address
View 4/9/2018 11:54:44 PM	Complete	Portal Passwor...	Help Center Parent Portal - Port...	Holly Ager	hollyager41@gmail.com	helpcenter@jackrabbittech.com
View 4/9/2018 9:27:00 PM	Complete	Family	Jackrabbit Help Center - - Regis...		hollyager41@gmail.com	solson@jackrabbittech.com
View 4/9/2018 7:27:10 PM	Complete	Portal Enroll	Jackrabbit Help Center - Ager - ...		hollyager41@gmail.com	hollyager41@gmail.com

Your customer portal password has been reset by an administrator.
Your Portal UserID is: hollyager41@gmail.com
Your Portal Password is: 25h6bcxz
(Please note that passwords are case-sensitive)
This is a temporary password. You can change it after you login.
You may login at our [Portal Login](#)
~Help Center Parent Portal/Jackrabbit Support