

What happens if a parent tries to log into their Portal with the wrong password multiple times?

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If a parent attempts to log into their Portal using an incorrect password five times, all subsequent attempts will be blocked, even if the correct password is then used. Access to their Portal will be suspended and they will continue to receive the **Invalid user ID /password combination** error until they reset their password.

They can use the **reset your password** link in the login error window to generate a password reset email. Alternatively, you can reset it for them from their *Contact* record in the *Family* account. Click the **Reset Portal Password** link to generate a temporary password which will display briefly and also will be emailed to the parent.
