

A family doesn't have or remember their password.

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If a family can't recall their password, they can use the **Reset Password** link on the Portal login page to generate a password reset email. This email is sent to the email address on the contact's record.

You can also reset a contact's Portal password from their record in the *Family* account. In the *Portal Information* section of the *Contact* record, click **Reset Portal Password**. This will generate a temporary password which will be emailed to the contact. It will also be displayed briefly allowing you to copy it and email them directly if you choose.
