

Resetting ConnectEd Passwords By Email

1. Go to the **school website** – click on **student and parent portal**
2. Click on **Parent Login**

The screenshot shows a navigation menu with the following items: Home, About, Attendance, Communication, Learning Resources, Programs & Services, **Student & Parent portal** (highlighted in yellow), and Extracurricular. Below the menu is a sidebar with 'Parents and Students Markbook Links', 'How to Login', and 'Navigate the site'. The main content area is titled 'Markbook Access' and contains the following text: 'The student and parent portal is for Maplewood ConnectEd - Student Marks and Attendance'. Below this text is a paragraph explaining the program and its purpose. At the bottom of the page are two buttons: 'Parent Login' (highlighted in yellow) and 'Student Login'.

3. Below the login information – click on **Request a Password Change**

The screenshot shows the Maplewood ConnectEd login page. The header includes the logo 'maplewood connectEd for Parents'. Below the logo is a paragraph of text: 'Maplewood connectEd is designed to provide student information to students, teachers, parents, and administrative staff. Unauthorized use of authenticated information services is prohibited and subject to prosecution under student conduct code and any number of federal, provincial and local laws.' Below this text is a login form with fields for 'User name:' and 'Password:', and a 'Login' button. At the bottom of the page, there is a link: 'If you have forgotten your password, click here to [request a password change](#)'.

Follow the onscreen directions:

4. Enter your ConnectEd **Username** as supplied by the school
5. Enter your **email address** that you gave to the school then press **next**
 - *If you do not remember your ConnectEd*

The screenshot shows the 'maplewood connectEd Password Request Form'. The form includes a paragraph of text: 'Use this form to change your password and have the new password sent to your E-mail address. The school must have your E-mail address on record before you can utilize this feature.' Below this text is a form with fields for 'User name:' and 'E-Mail Address:', and 'Next' and 'Cancel' buttons. The footer of the page includes the logo 'maplewood connectEd' and the text 'copyright © 1980-2016 v5.9097.0.0(WEB-DC2)'.

Username and/or you have never supplied the school with your email address – please contact the school office for your username and password

6. When you initially changed your password, it asked you to put in a security question and answer – the question will be stated for you and you will be required to enter you **security answer** in the box below and press **next**
 - o *If you do not remember your answer – please contact the school office for a password reset*



Use this form to change your password and have the new password sent to your E-mail address. The school must have your E-mail address on record before you can utilize this feature.

Question:

Answer:

Previous

Next

Cancel



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Finishing Up:

7. You will receive an email with a new temporary password
8. You can go back to the school website and log into the parent portal with the new password
9. It will get you to change your password right away