

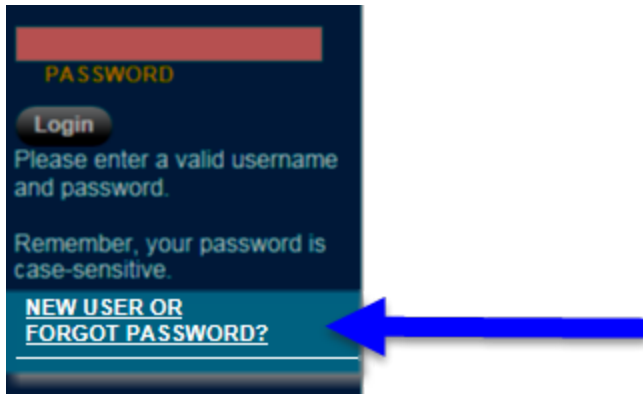
Reset my SchoolTool Parent Portal account

1. Go to your https://schooltool9.neric.org/SchoolTool_SGFS
2. Type in the **email address that's on file for you** at the school into the "Username" field



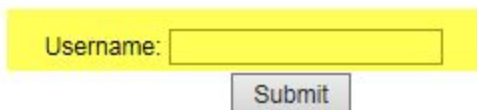
3. ****IMPORTANT**** Leave the password field **blank**

4. Click the "Login" button - note how some new information now appears below



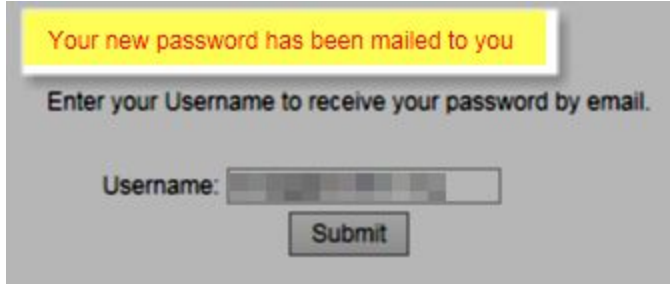
5. Click the "New User or Forgot Password" link that appears now as illustrated above - to the right now, the following will appear

Enter your Username to receive your password by email.



6. Type in the **email address that's on file for you** at the school again into the "Username" field that appears to the right - this is the SAME email address you typed in step #2 previously

7. Click the "**Submit**" button - if you were successful, the message highlighted in the image below will appear next



Your new password has been mailed to you

Enter your Username to receive your password by email.

Username:

Submit

8. **Check your email** for a message from SchoolTool - the email account you check should be the account that correlates to the email address you entered in the previous step. **These emails often go into the Spam folder - please check this folder before submitting another reset request!**

9. Once you receive the email, go back to Schooltool and enter in your email address into the "Username" field as normal

10. This time **type in the password provided to you in the email EXACTLY as it appears** into the "Password" field - the NEW password you received will appear in the email

You can now access your SchoolTool Parent Portal account!