



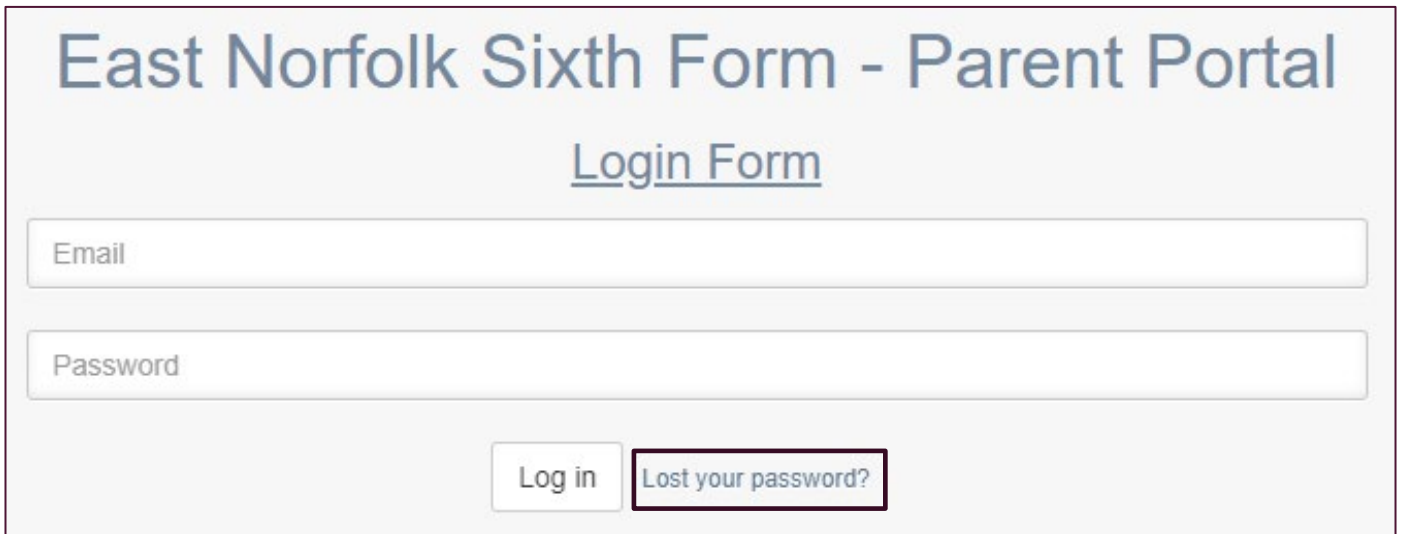
# Parent Portal

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RESETTING YOUR PASSWORD

## Resetting your password

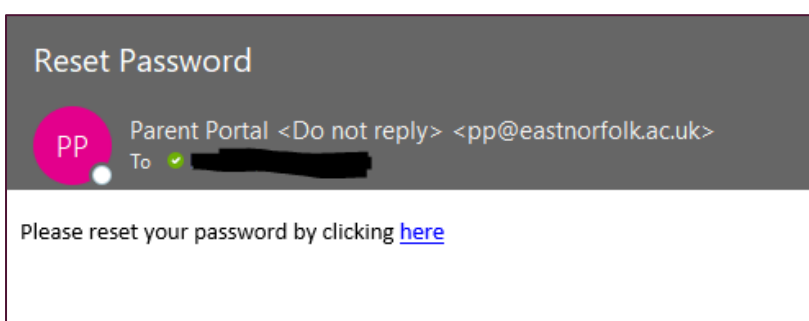
If you are having issues logging into your account, you may need to reset your password. To do this, navigate to the login page and click the 'Lost your password?' link.

A screenshot of the 'East Norfolk Sixth Form - Parent Portal Login Form'. The form has a title 'East Norfolk Sixth Form - Parent Portal' and a subtitle 'Login Form'. It contains two input fields: 'Email' and 'Password'. Below the fields are two buttons: 'Log in' and 'Lost your password?'. The 'Lost your password?' button is highlighted with a red border.

This will take you to a page to input the email address of your parent portal account. When you have put in the email address, click 'Email Link'.

A screenshot of the 'Forgot your password?' page. The page has a heading 'Forgot your password?' and a sub-heading 'Enter your email.'. Below this is an input field labeled 'Email' and a button labeled 'Email Link'.

Check your inbox for an email with a link to reset your password. If you do not receive a link within a few minutes, please check your junk/spam folder. If you still do not receive the email, contact [enquiries@eastnorfolk.ac.uk](mailto:enquiries@eastnorfolk.ac.uk).

A screenshot of an email notification titled 'Reset Password'. The sender is 'Parent Portal <Do not reply> <pp@eastnorfolk.ac.uk>'. The recipient is 'To: [redacted]'. The body of the email says 'Please reset your password by clicking [here](#)'.

When you click the link you will be sent to a page to input your new password. Input the same email address and the new password you wish to use and click 'Reset'.

Reset password.  
Reset your password.

Email	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>

Now you have reset your password try logging in. If you still have issues with your account or logging in, please contact [enquiries@eastnorfolk.ac.uk](mailto:enquiries@eastnorfolk.ac.uk).

If you have any issues with your login or account in the future please refer to the [Help and FAQs page](#).