



SchoolMessenger[®]

How to Reset Your Password

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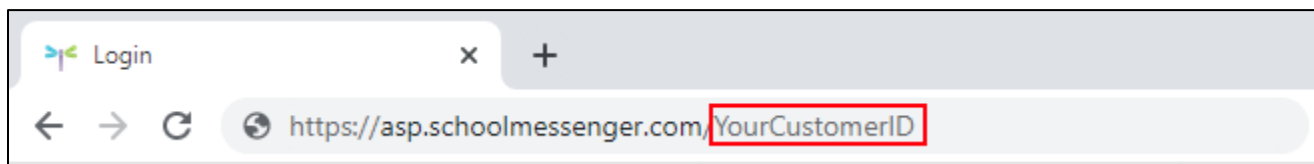
Resetting Your Communicate Password

You may find yourself in a situation where you have forgotten your password and need to access Communicate to send a broadcast or otherwise. Use the following steps to reset your password yourself easily.

Important: You must have a user account, an email address associated with your user account, and you must know your username for Communicate for these steps to work. If you do not already have a user account, contact your System Administrator for help in creating one, or for help with your associated email address or username. If you do have all of the aforementioned information, but are still having trouble with these steps, your System Administrator can help to reset your password, or you can contact SchoolMessenger solutions support for assistance.

Go to your Login URL

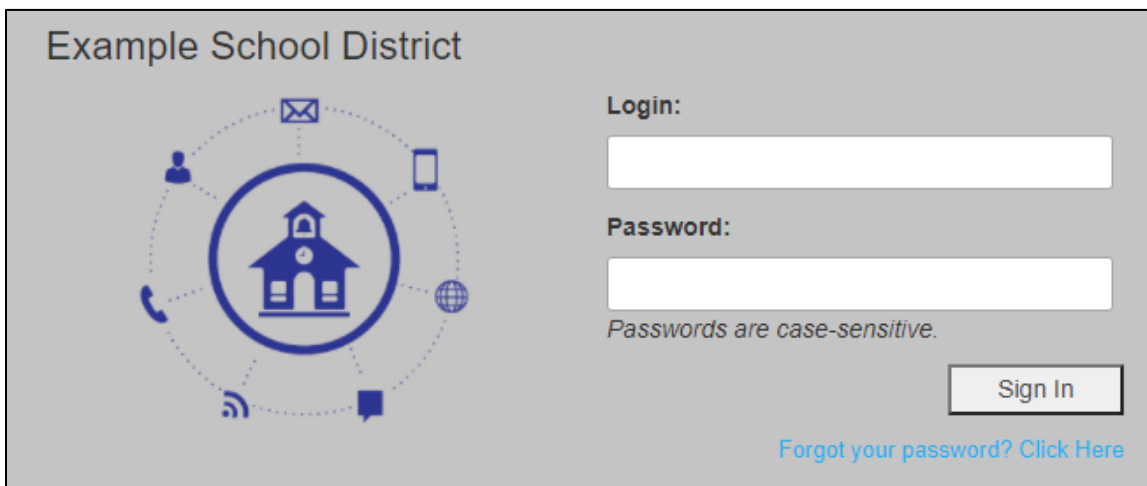
In your browser, use your bookmarked link for your Communicate login URL. If you do not have a bookmarked link, you can type it in manually, like so:



The URL will be **https://asp.schoolmessenger.com/** and then your **Customer ID**. Your Customer ID is unique to your account. If you are not certain of what it is, contact your System Administrator or support for assistance.


Click the Forgot Your Password Link

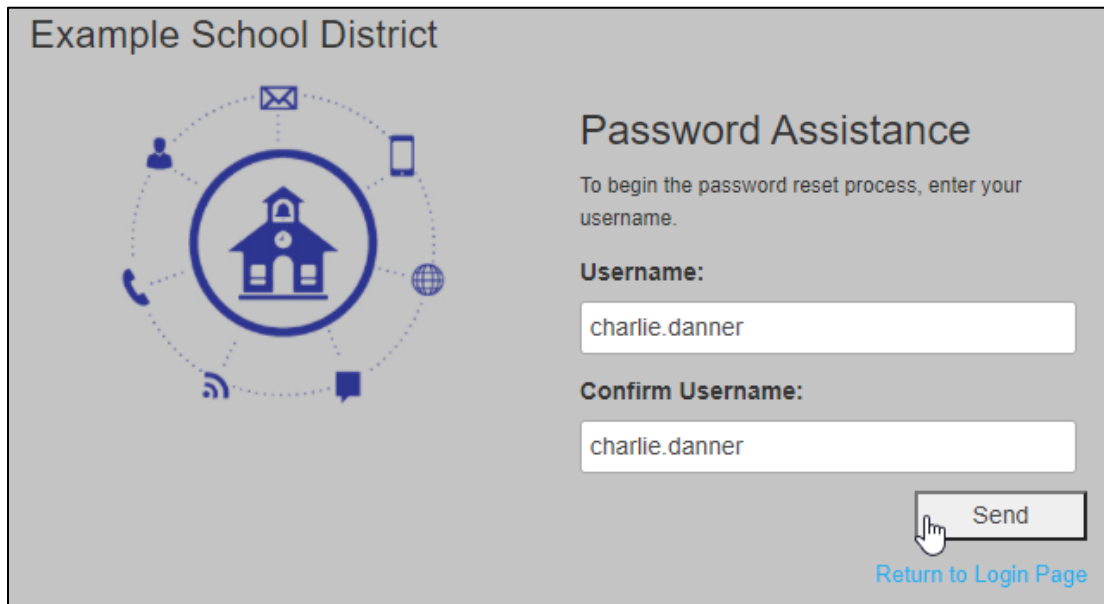
Once you have reached the login page, click **Forgot your password? Click Here**.



Sending the Password Reset Email

Once you have clicked the password link, you will see the screen below. Enter your **Username** in the first field, then again in the **Confirm Username** field to confirm it and click **Send**. This will send a password reset email to the email address associated with your user account.

 **Note:** Your username can be anything, such as your email address, or your first initial followed by your last name. If you are not aware of what your username is, contact your System Administrator.



The screenshot shows a web form titled "Example School District" and "Password Assistance". On the left is a circular graphic with a schoolhouse icon in the center, surrounded by icons for a person, a smartphone, a globe, a Wi-Fi signal, and a speech bubble. The form text reads: "To begin the password reset process, enter your username." Below this are two input fields: "Username:" with the value "charlie.danner" and "Confirm Username:" with the value "charlie.danner". At the bottom right is a "Send" button with a hand cursor icon, and a blue link "Return to Login Page" below it.

You will see this screen after clicking **Send**. At this point, you can check your email inbox for the password reset email.

Choosing a Reset Method from the Email

From your email inbox, open the password reset email from **support@schoolmessenger.com**. It will provide you with several links and a confirmation code in one of the options. You have three ways to reset your password from here.

Follow the instructions in the email to start the process to reset your password.

Resetting Your Password

After following the instructions in the email, you will be taken to the **Password Assistance** screen.

If not automatically entered via the link in the email, you must enter the unexpired confirmation code in the **Confirmation Code** field exactly as it is in the email.

Next, enter your **New Password**, and then once more to confirm it.

Once finished, click the **Continue** button.

If the confirmation code was valid, and the password was accepted, you will then be logged in to Communicate.

Congratulations! You have successfully reset your password!