

## ParentsWeb Login Changes

In order to enhance security measures for Parents, Staff and Faculty alike, RenWeb has implemented a new user name and password security authentication system.

- All of your user names have initially been set to your email address. (If you share an email address with your spouse, then usernames will be different. Follow the Forgot Username Instructions to obtain Username and Password).
- Passwords have not changed.

### FAQs

**Q I've typed my email address as the User Name and typed my Password and it tells me "Error: Invalid Credentials." How do I log in?**

**A** The best thing to do is click **Forgot Username/Password**.

You will be prompted to type your email address. (It must be the email address that the school has in RenWeb as your email address.)

An email is sent to your email address.

Click the **Click to change password** link. This link is only valid for 30 minutes.

A browser window displays your Name, your Person ID, your User Name and obscured Password.

Type a new User Name and Password and click **Save Password**.

A message displays at the top of the browser, "User Name/Password successfully updated."

Log into ParentsWeb using your new User Name and Password.

**Q I don't know my user name. How do I log in?**

**A** The best thing to do is click **Forgot Username/Password**.

You will be prompted to type your email address. (It must be the email address that the school has in RenWeb as your email address.)

An email is sent to your email address.

Click the **Click to change password** link. This link is only valid for 30 minutes.

A browser window displays your Name, your Person ID, your User Name and obscured Password.

If you know your Password, you can simply close the web browser and log into ParentsWeb using your User Name and Password.