

# QUICK REFERENCE GUIDE FOR PROFESSIONALS

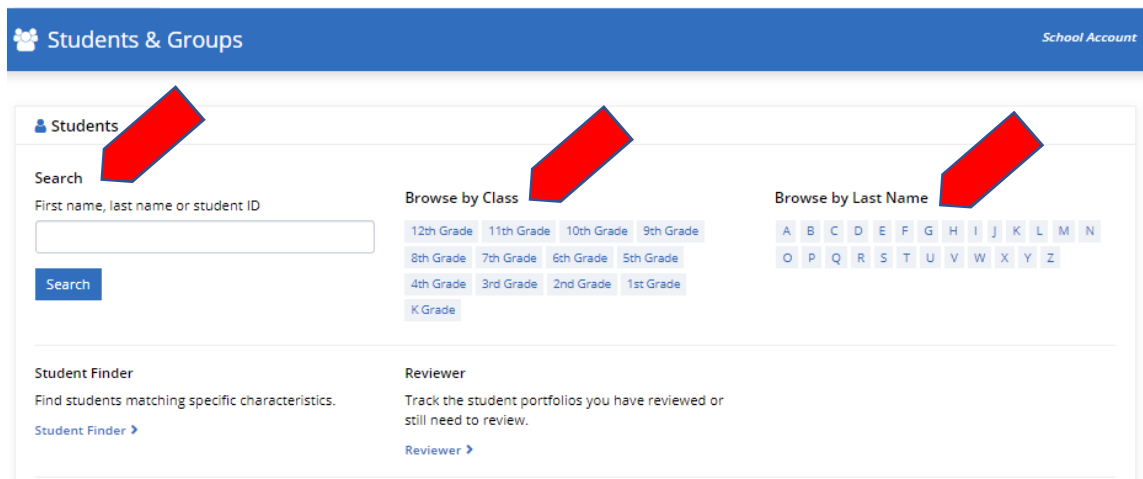
## HOW TO RESET A STUDENT PASSWORD

Professionals can retrieve a username and reset student passwords in the Professional Center. Follow the steps in this guide to learn how.

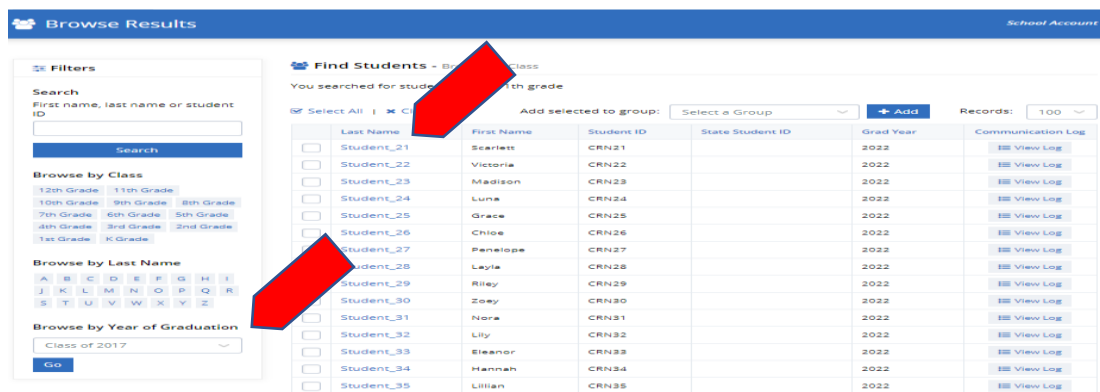
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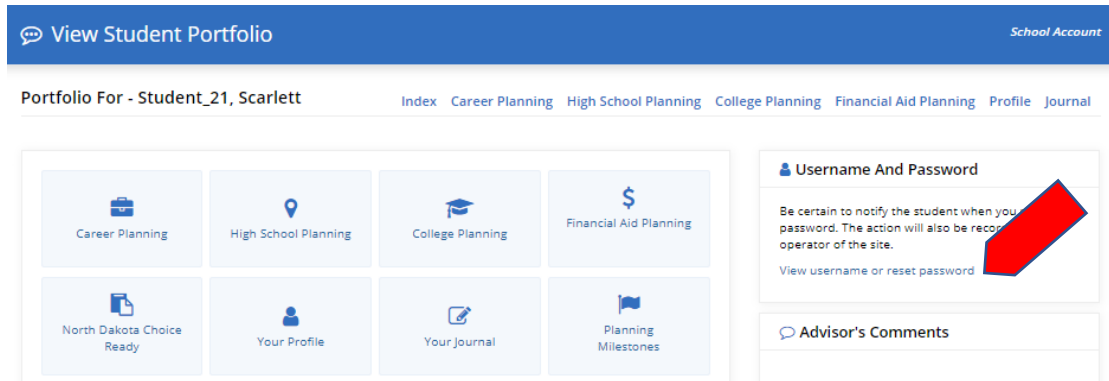
1. Sign into the Professional Center.
2. From the home screen, click **Students and Groups**.
3. Search for students in one of the following ways:
  - a. Type the students first name, last name or student ID under **Search**.
  - b. Choose the grade the student is currently in under the **Browse by Class**.
  - c. Choose the first letter of the student's last name under the **Browse by Last Name**.



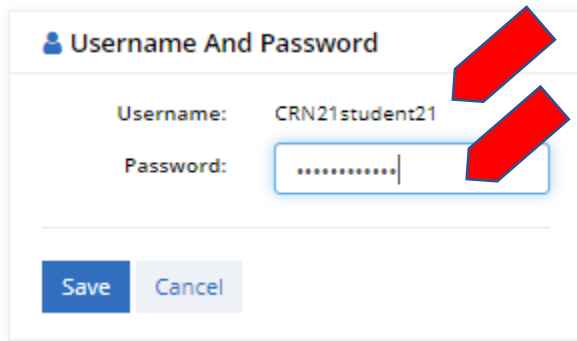
4. Your search results will provide you with a list of matching students. Click on the student's last name.
5. If there are students with the same name you may filter by graduation year.



6. In the **Username and Password** section of the **View Student Portfolio** screen, click **View username or reset password**.



7. If the student has forgotten their username, the professional can retrieve it from the **Username** field in the **Username and Password** section.
8. If the student has forgotten their password, type a new password in the **Password** field and click **Save**. This resets the password.



**IMPORTANT NOTE:**

Provide the new password to the student.

When the student signs in with the new password they will be prompted to change the password. The password must be 5 – 12 letters/numbers long, with no spaces or special characters.