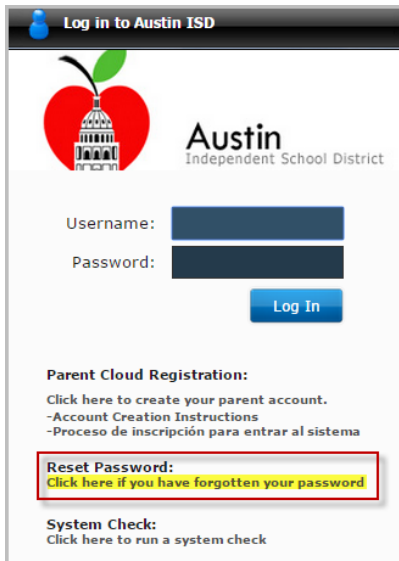


Resetting Parent Cloud Password

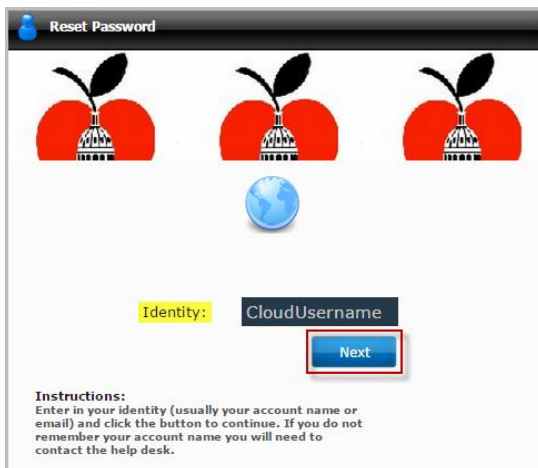
Parents/Guardians can reset their Parent Cloud password from the Parent Cloud homepage. To access Parent Cloud, go to my.austinisd.org.

1. Click the link '**Click here if you have forgotten your password**' under Password Reset.




The screenshot shows the 'Log in to Austin ISD' page. At the top left is a user icon. The main header features the Austin ISD logo (a red apple with a green leaf and the Texas state capitol building) and the text 'Austin Independent School District'. Below the logo are two input fields: 'Username:' and 'Password:'. A blue 'Log In' button is positioned below the password field. Underneath the login fields is a section for 'Parent Cloud Registration' with links for account creation. A red box highlights the 'Reset Password:' section, which contains the link 'Click here if you have forgotten your password'. At the bottom, there is a 'System Check' section with a link to run a system check.

2. Enter your **Parent Cloud Username** in the Identity field then click **Next**.



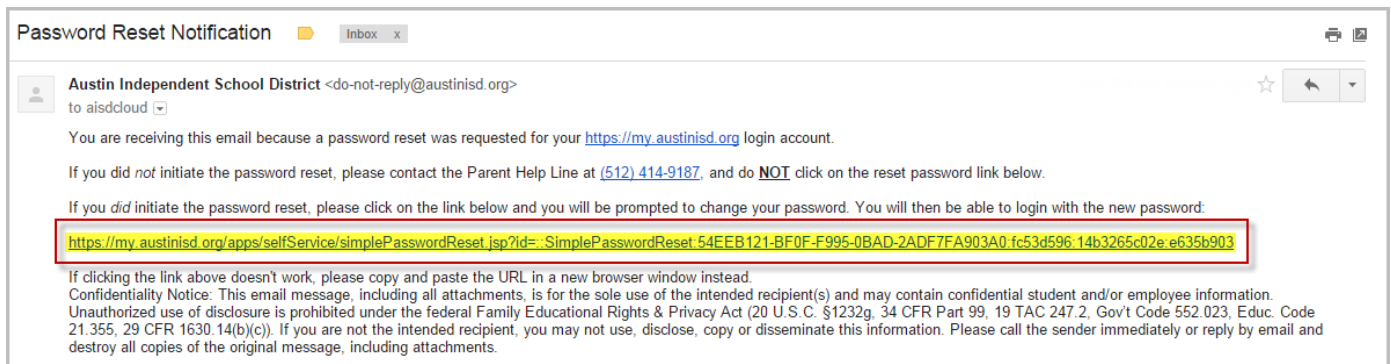
The screenshot shows the 'Reset Password' page. At the top left is a user icon. The page features three red apple logos with the Texas state capitol building inside them, arranged horizontally. Below the apples is a blue globe icon. A yellow box labeled 'Identity:' is followed by a text input field containing 'CloudUsername'. A blue 'Next' button is located below the input field. At the bottom, there is an 'Instructions:' section with text: 'Enter in your identity (usually your account name or email) and click the button to continue. If you do not remember your account name you will need to contact the help desk.'

3. You will receive confirmation that an email has been sent to the email address associated to your Parent Cloud account.

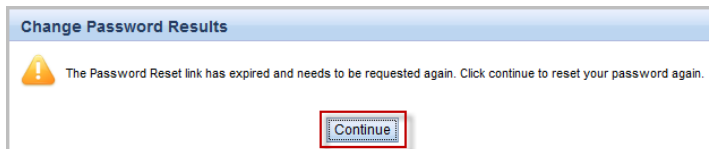


The screenshot shows the 'Reset Password' page with a confirmation message. At the top left is a user icon. The page features three red apple logos with the Texas state capitol building inside them, arranged horizontally. Below the apples is a blue globe icon. A yellow box at the bottom contains the text: 'An email containing a link to reset your password has been sent to your email account.'

- An email will be sent to the email address associated to your Parent Cloud account. You must click the link in the email to reset your password.



Note: Password reset link expires after 30 minutes of reset request. You must repeat the reset process to receive a new link. Click Continue if this is the case.



- Enter your Parent Cloud username in the Identity field and enter a new password then confirm the new password.
- Click **Change Password**.



Enter a new password

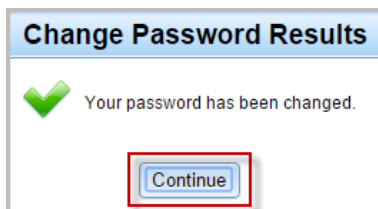
Identity:

New Password:

Confirm Password:

Change Password

- You will receive confirmation that your password has been changed.



- You will return to the Parent Cloud log in screen. Use your username and new password to log in.

For assistance with Parent Cloud, please contact the Parent Technology Support Help Line at 512-414-9187.