

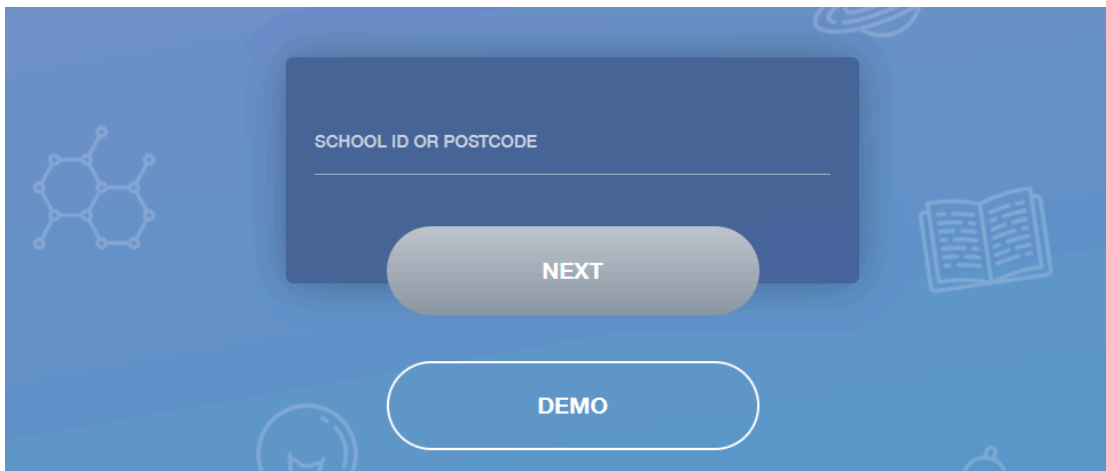
How Does a Parent Reset Their Password? (Parent Accounts ONLY)

You may need to contact the school to get your password changed as this will not be able to be done through Edulink One otherwise, follow the instructions below:

I have forgotten my password

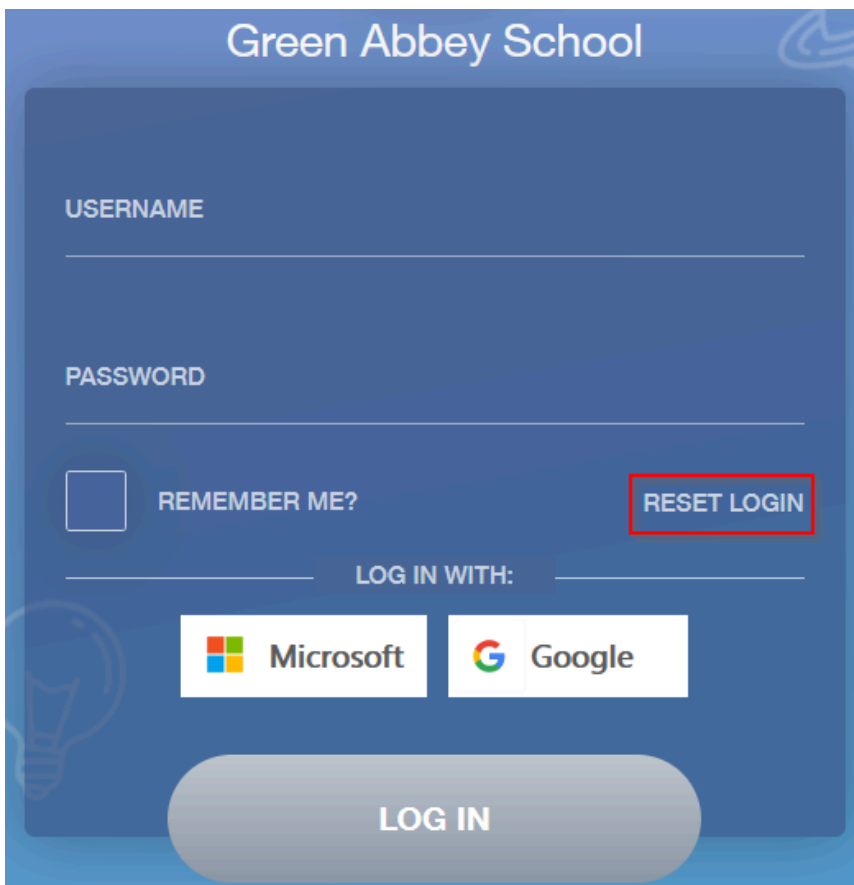
If you have forgotten your password, you can reset your password by logging in to <https://www.edulinkone.com/#!/login> or direct to your school's login page if you have it.

If you don't have a direct URL, type your school's ID or postcode into the box provided and click **Next**. You will be taken to the login screen.

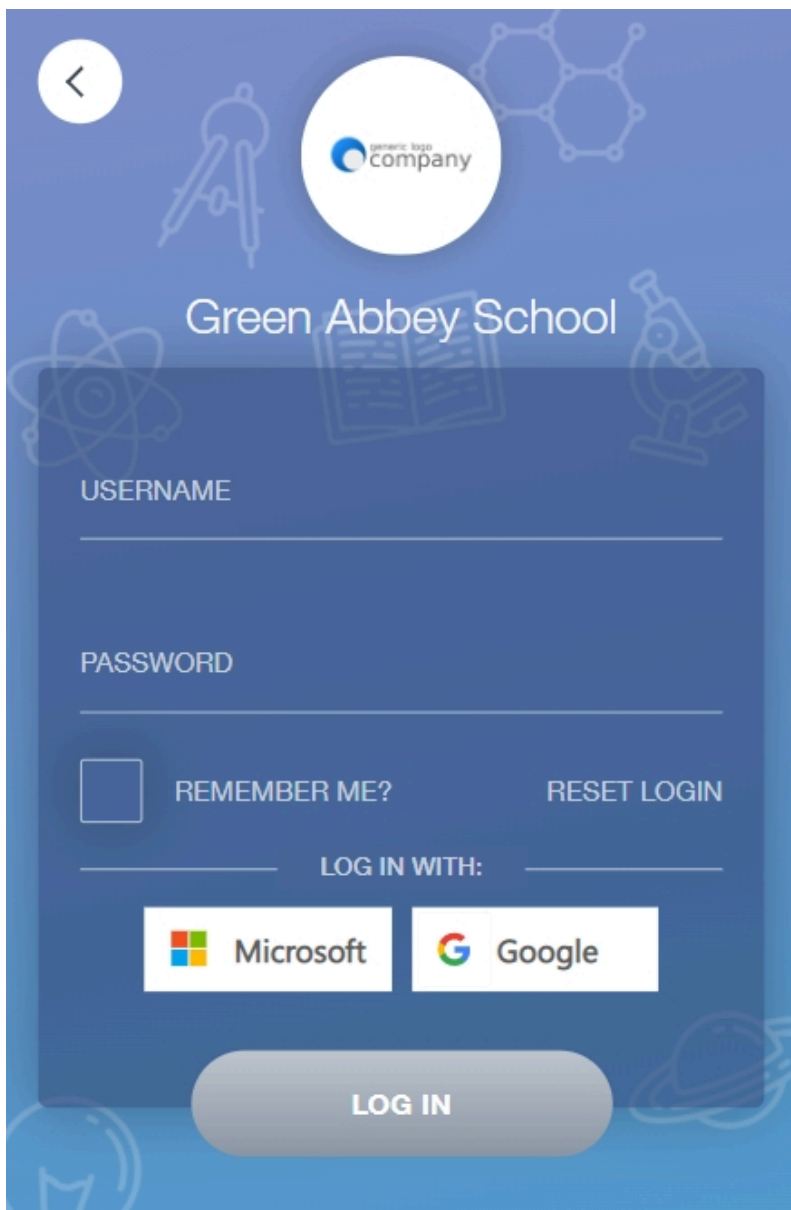


Edulink One Screen

To reset your login, please click on **Reset Login**.



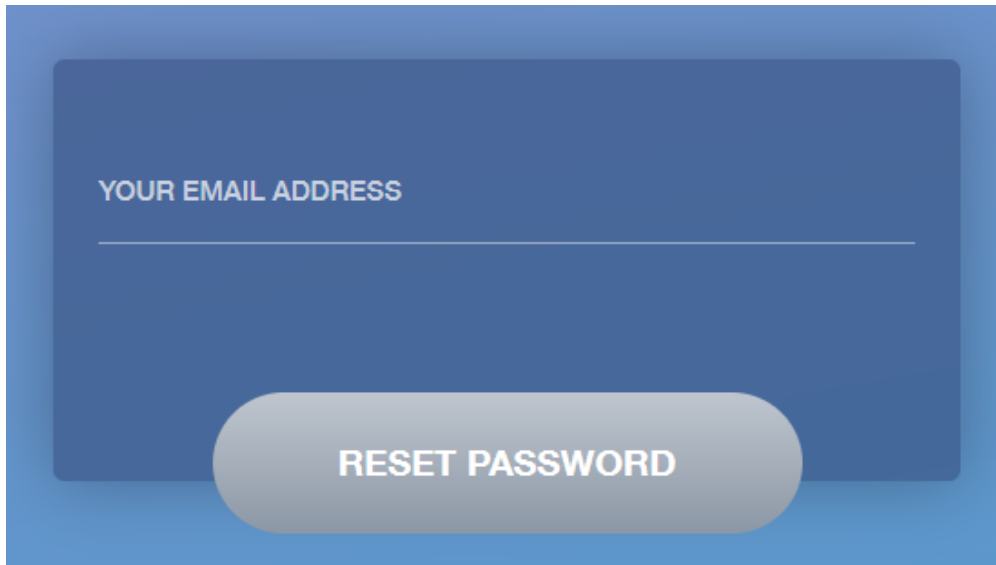
Login Screen



App View

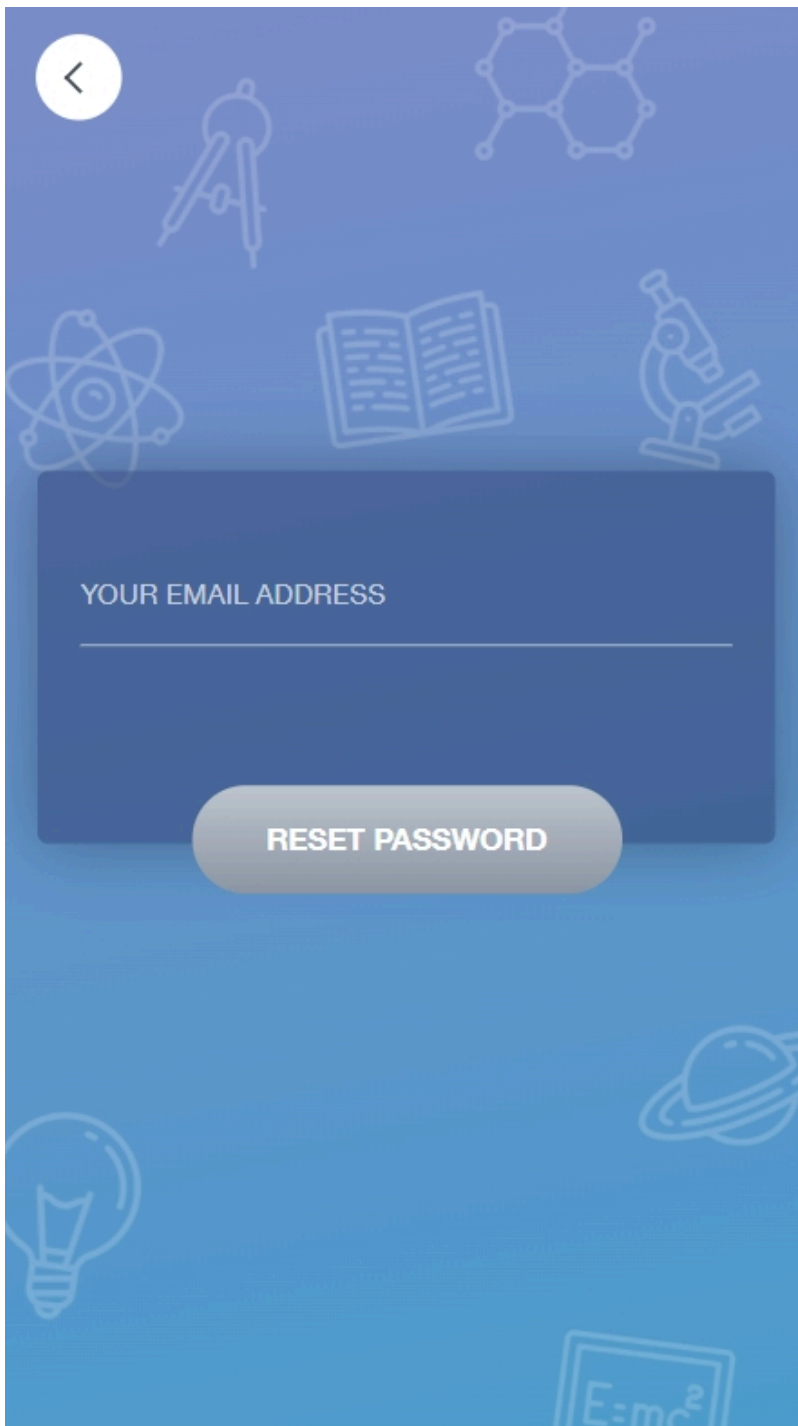
Enter a valid email address to reset your password. You will be provided with a URL to reset your password. **This is sent to the email address that the school have on record for you and where all your communications come from.** Once

you've done this you will receive a reset email (check your junk folder if you don't seem to have received it).



YOUR EMAIL ADDRESS

RESET PASSWORD

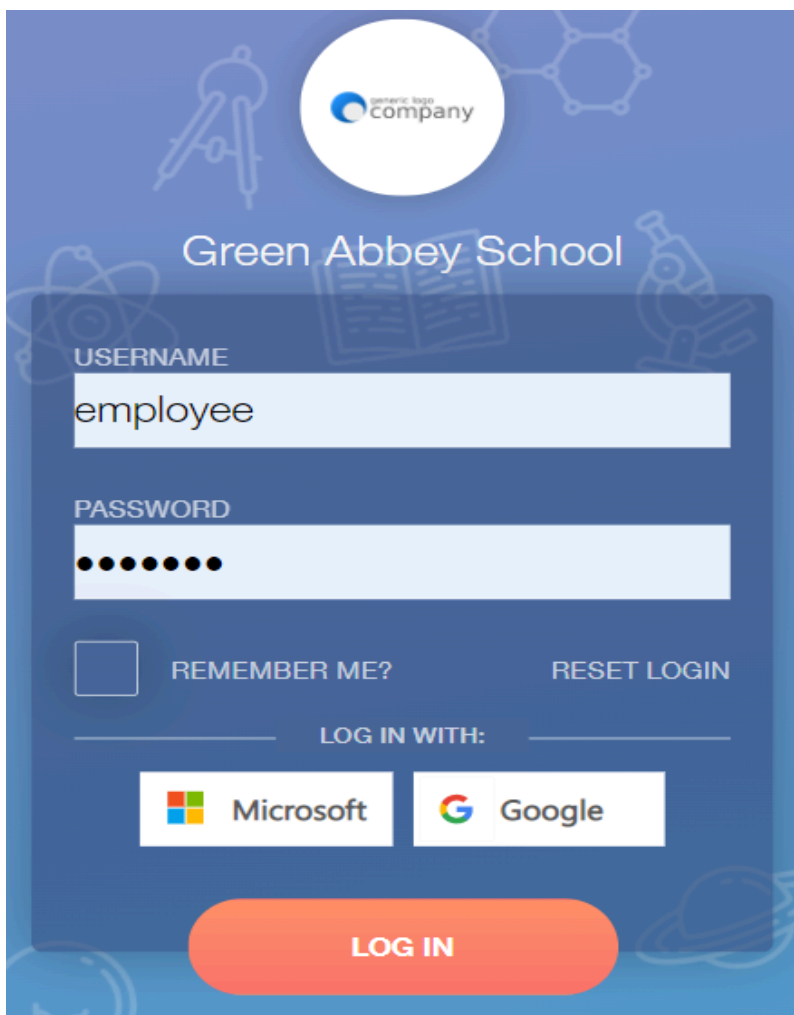


App View

If you are still experiencing problems, contact your child's school and they may be able to resolve the issue.

I want to change my password

If you know your password but would like to change it, log in to Edulink One using your existing username and password.



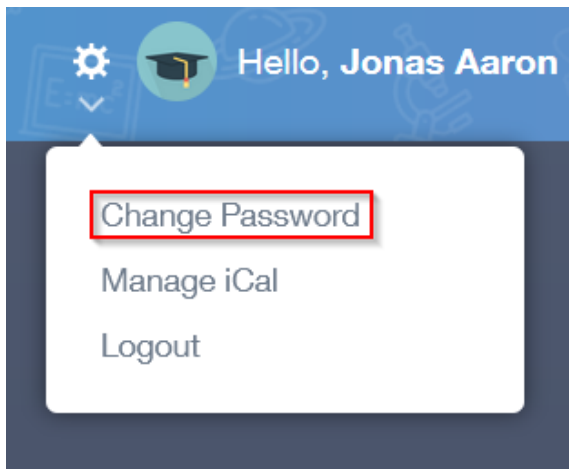
The image shows a login interface for Green Abbey School. At the top, there is a circular logo for 'generic logo company' and the school's name 'Green Abbey School'. Below this, there are two input fields: 'USERNAME' with the text 'employee' and 'PASSWORD' with masked characters. There is a 'REMEMBER ME?' checkbox and a 'RESET LOGIN' link. Below these are 'LOG IN WITH:' options for 'Microsoft' and 'Google'. At the bottom, there is a large orange 'LOG IN' button. The background is blue with faint educational icons like a microscope, a book, and a planet.

Click on the **settings** cog at the top left corner of your screen.



Settings Cog

Select **Change Password**.



Settings

Type in your old password, then type your new password and confirm your new password by retyping it. **Your password must be at least 8 characters in length.** Click **Update**.

CHANGE PASSWORD



Old Password *

New Password *

Confirm *

UPDATE