

## ARISE Family Portal – Resetting your Password on the Family Portal

When using Alabama’s new childcare management system – Arise – Families will have the ability to reset their passwords, if required. Passwords may require resetting in case the family user has forgotten or lost their original password. In such a situation, they will be able to reset their password using the Family Portal.

### How to Reset your Password?

The following is a quick step-by-step guide to resetting your password!

1. Access the Family Portal Login/Registration Page:



Figure 1: Login Page

On this page:

1. Click on ‘Forgot Password’ to begin the password resetting process.

Clicking on the link will lead you to the following page:

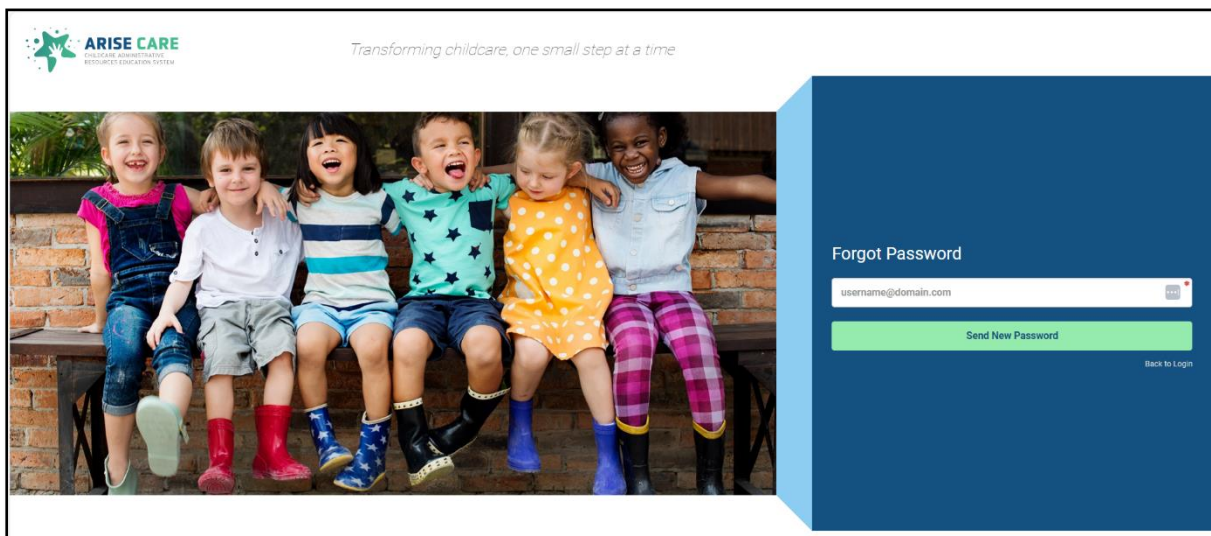


Figure 2: Forgot Password Page

2. Enter your email address
3. Click on "Send New Password" to see the following confirmation message:

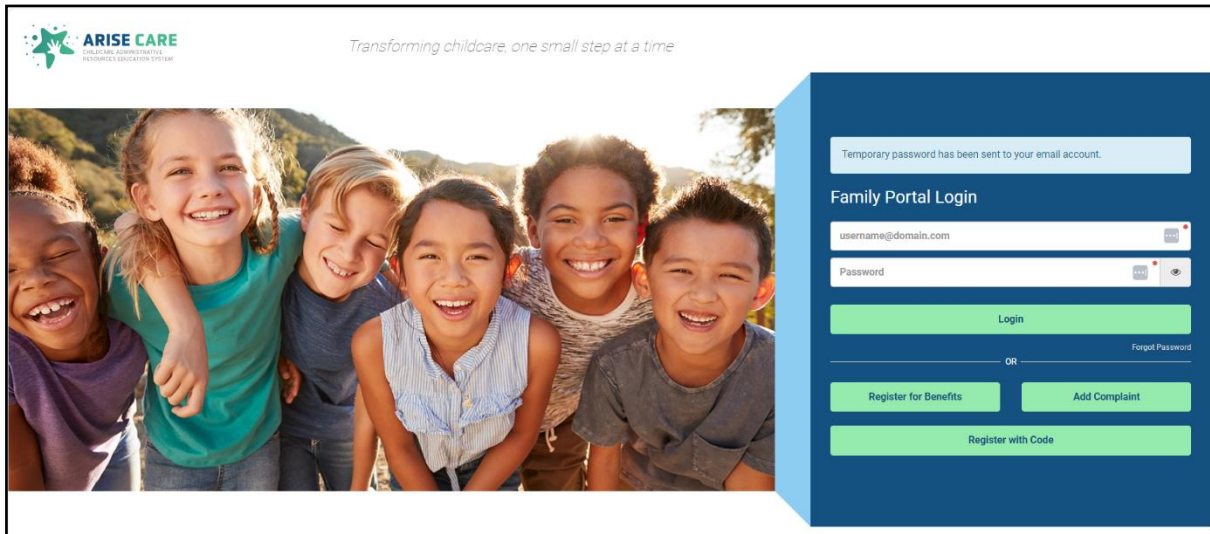


Figure 3: Temporary Password Confirmation Message

A new temporary password will be sent to your registered email address as follows:

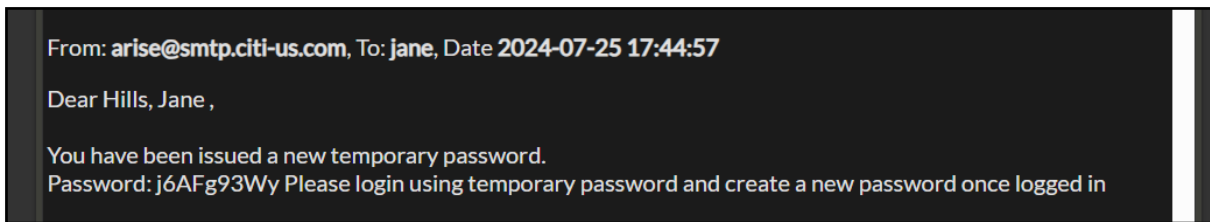


Figure 4: Temporary Password Email

From this email:

1. Note down the temporary password and return to the same login page (Figure 3):

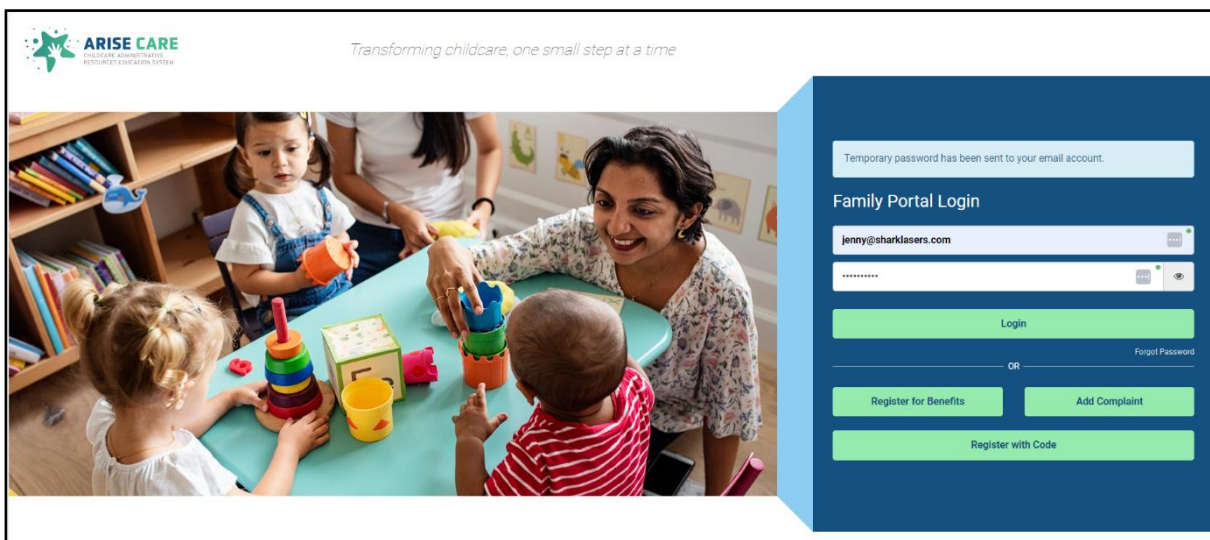


Figure 5: Forgot Password Page

On this page:

1. Enter your email address
2. Enter the temporary password
3. Click on 'Login' to be directed to the following page:

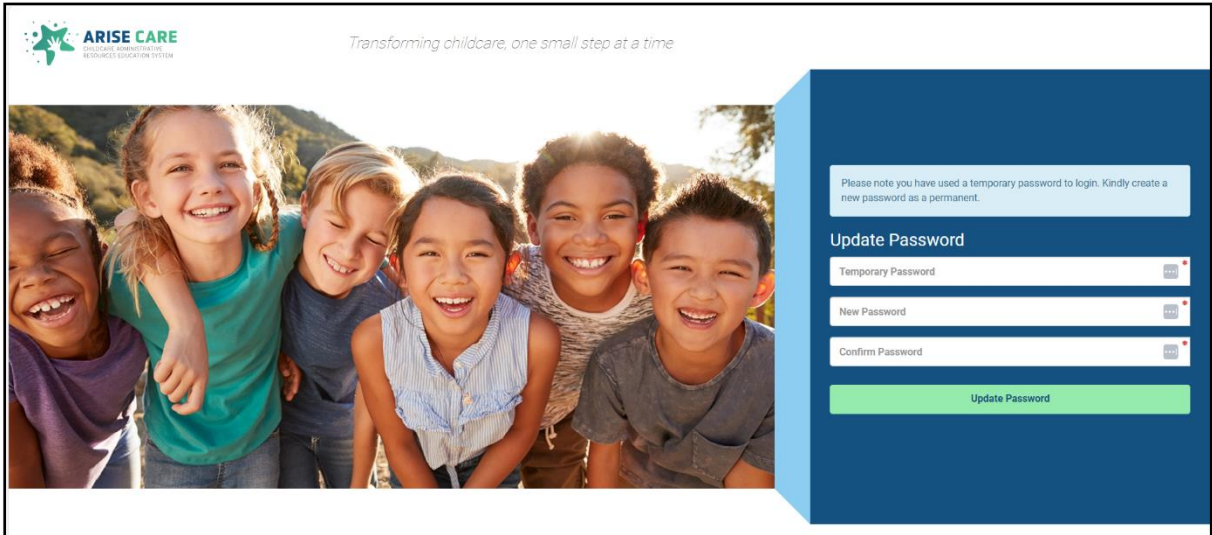


Figure 6: Change Password Pop-up Box

On this page:

1. Enter the temporary password in the field for "Temporary Password"
2. Enter a new password of your choice in the field for "New Password"
3. Re-enter your new password in the field for "Confirm new password"
4. Click on "Update Password" to save your changes

You will be directed to the following page:

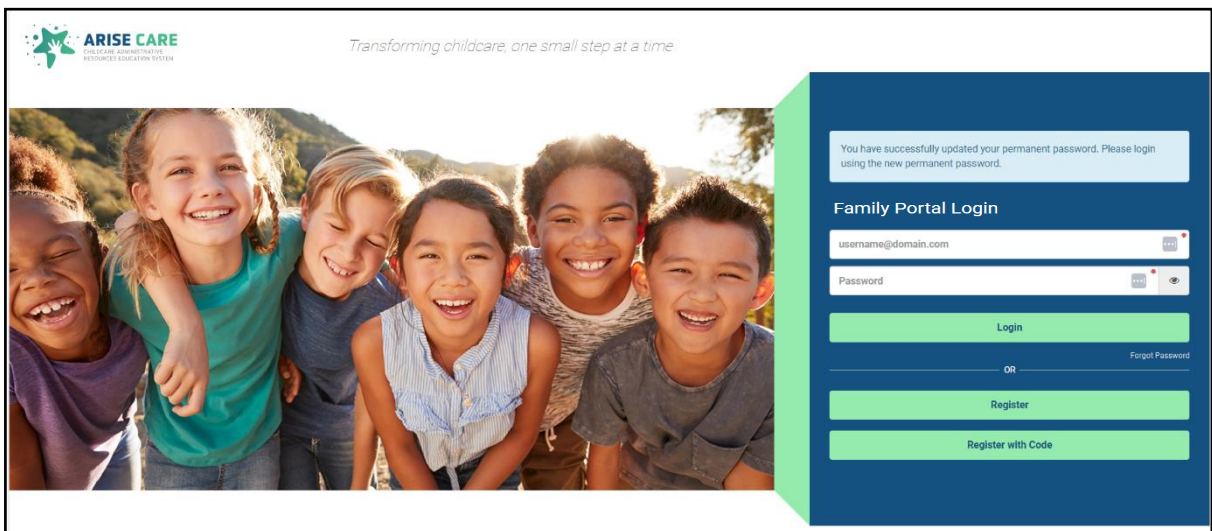


Figure 7: Login with new password

On this page, you will be able to log in with your email address and new password.

Congratulations, you have successfully reset your password!