Reset District Contacts Information
*(beginning November 12, 2019)*

**Reset One Contact**
- High School Portal Login Page
- Enter Contact 1 or 2 email and school password
  - Select
- **District Info**
  - Update District Contact Info
  - Update Primary or Secondary Contact fields
    - Click
    - Update District Contact Information
  - Share PIN and password with new contact

**Reset Both Contacts**
- High School Portal Login Page
- Enter Contact 1 or 2 email
- Select
- **District Info**
  - Update District Contact Info
  - Update Primary or Secondary Contact fields
    - Click
    - Update District Contact Information
  - Share PIN and password with new contact
- **Reset District Contacts Change Form**
- EC Customer Service Team processes
- Email sent to new contacts listed on submitted form
  - Contact 1 or 2 sets new password using “Forgot Password?” link

**Reset Password**
- High School Portal Login Page
- Enter Contact 1 or 2 email
- Select
- **District Info**
  - Update District Contact Info
  - Enter new PIN or Password in appropriate field
    - Click
    - Share new PIN and password with other contact
  - System generates email with temporary password
- Requester creates new password

**Reset PIN**
- High School Portal Login Page
- Enter Contact 1 or 2 email and district password
  - Select
- **District Info**
  - Update District Contact Info
  - Enter new PIN or Password in appropriate field
    - Click
    - Share new PIN and password with other contact
  - System generates email with temporary password
  - Requester creates new password