Reset District Contacts Information
(begging November 12, 2019)

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

Reset Both Contacts
- Submit “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
    - Contact 1 email
    - Contact 2 email
      - Requester creates new password

Reset Password
- High School Portal Login Page
  - Click “Forgot Password?” link
    - Enter District code and contact name
    - System generates email with temporary password
      - Contact 1 email
      - Contact 2 email
        - Requester creates new password

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