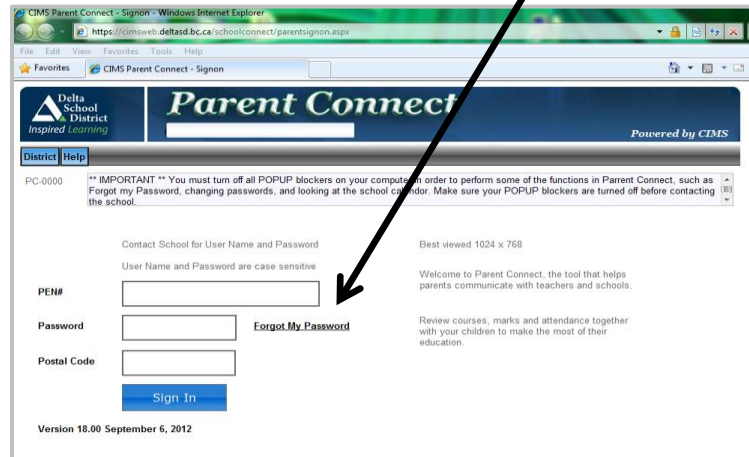


# Parent Connect – Forgot My Password

Browser: Windows Internet Explorer

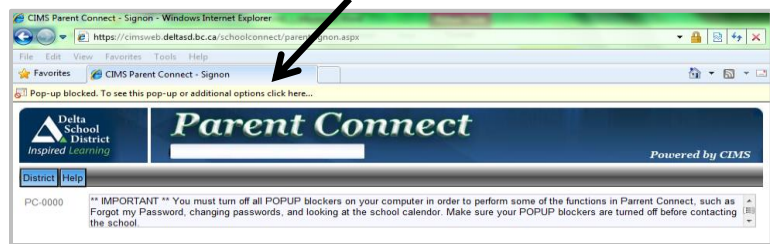
If you have forgotten your Parent Connect password ... click on the words **Forgot My Password**



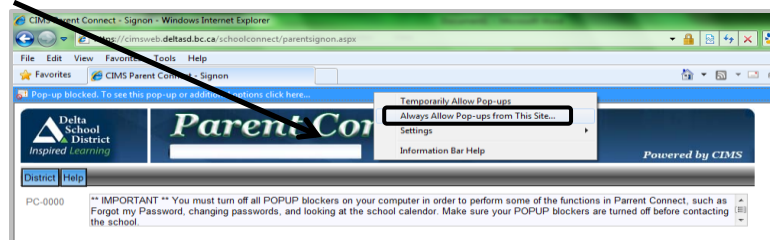
To use Parent Connect your computer must have Pop-Ups Enabled for this site.

In Windows Explorer you might see a yellow bar that states: **Pop-up blocked. To see this pop-up or additional options click here.**

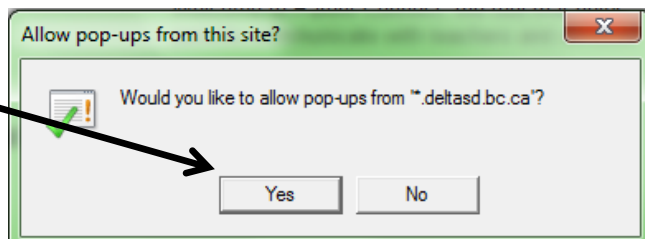
Click on the yellow bar.



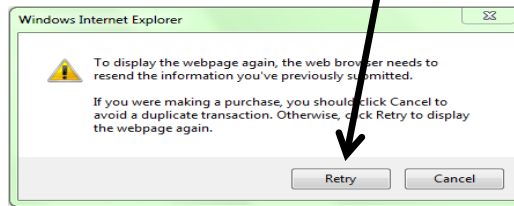
Select **Always Allow Pop-ups from this Site ...**



Select **Yes** to allow pop-ups from \*.deltasd.bc.ca

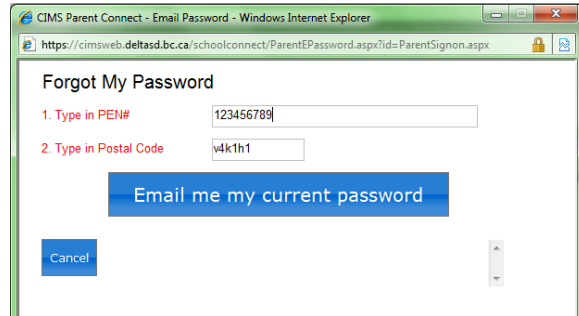


Windows Internet Explorer will ask you to retry the connection. Select the **Retry** button

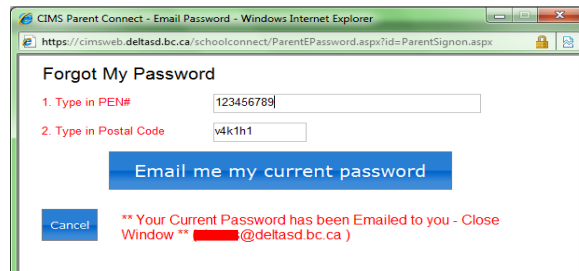


Type in your child's 9 digit PEN # and the family postal code

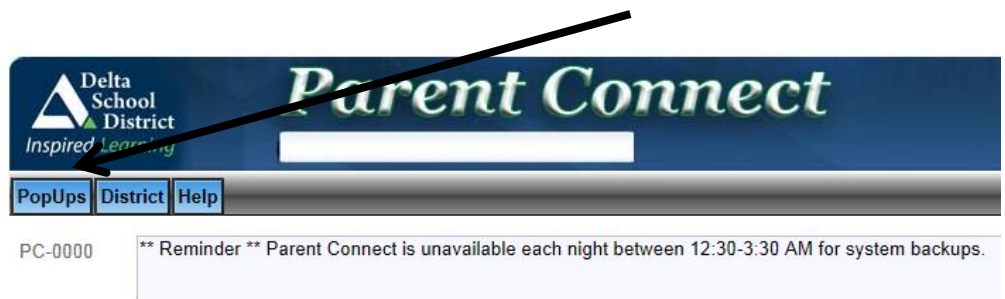
Select Email me my current password.



You should receive a message that the current password has been emailed to you and the email address that it will be sent to.



If you are using another browser (other than Internet Explorer) ... select the **PopUps** tab



And a separate document with instructions will appear. Once the pop-ups have been activated then follow the steps as outlined above to have your password emailed to you.