

## Dashboard Troubleshooting for Financial Aid Requirement Submission/Completion

### HELP OPTION

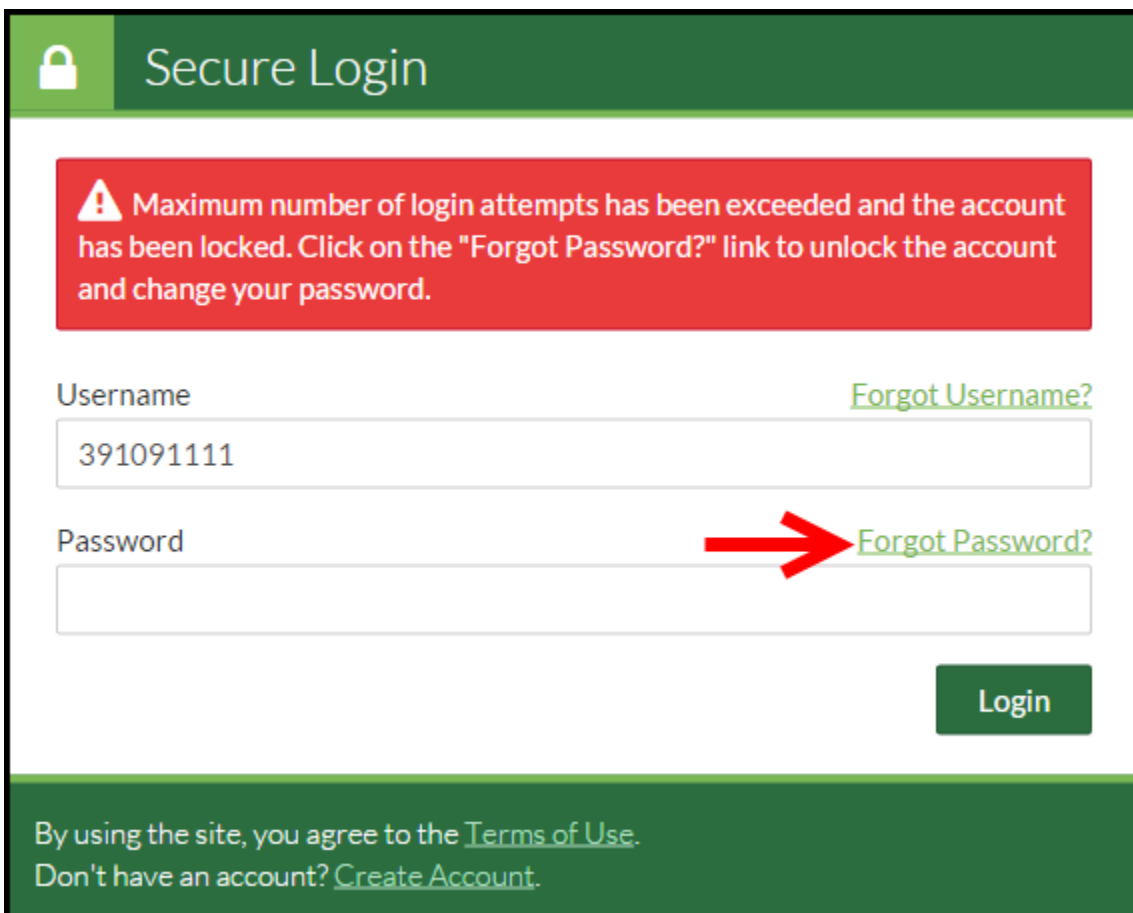


- There is a Help option located on the top right hand side of the screen that has frequently asked questions and answers.
- Here you can review frequently asked questions

### **A parent has locked their account, how can it be unlocked?**

If a parent has 5 unsuccessful login attempts, their account is locked. The message that is displayed to the parent directs them to click the "Forgot Password?" link to unlock their account.

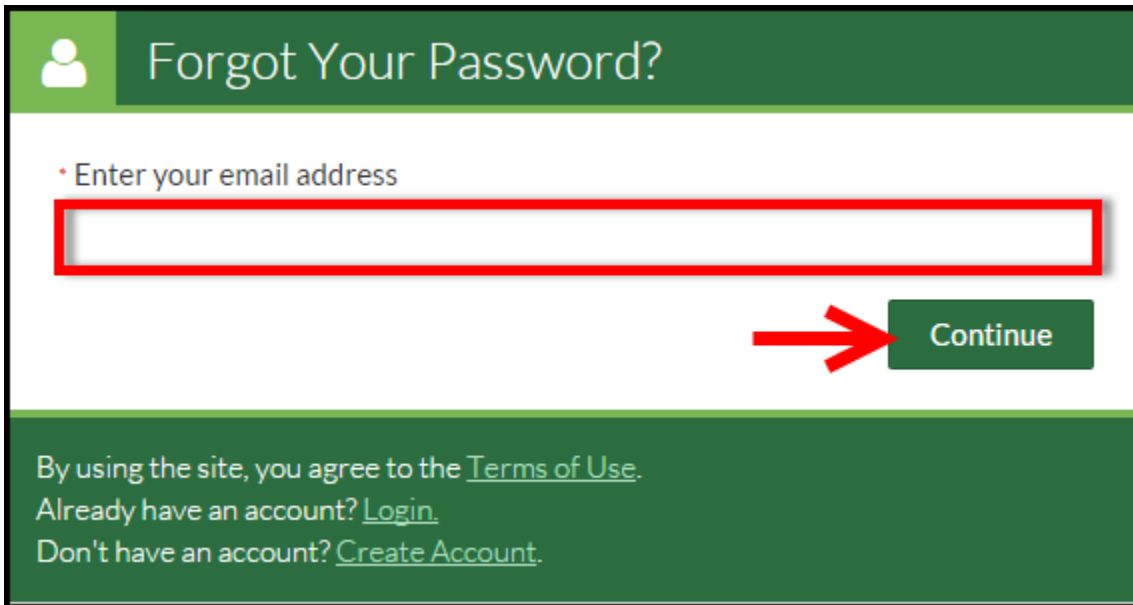
Parents who have verified their email address associated with their Student Forms account are able to use the forgot password link to unlock their account.

A screenshot of a "Secure Login" page. At the top left is a green header with a white padlock icon and the text "Secure Login". Below the header is a red warning box with a white triangle icon containing an exclamation mark. The text in the box reads: "Maximum number of login attempts has been exceeded and the account has been locked. Click on the 'Forgot Password?' link to unlock the account and change your password." Below the warning box are two input fields. The first is labeled "Username" and contains the text "391091111". To the right of this field is a green link "Forgot Username?". The second input field is labeled "Password" and is empty. To the right of this field is a green link "Forgot Password?". A red arrow points from the "Forgot Password?" link to the right. Below the input fields is a green "Login" button. At the bottom of the page is a green footer with the text: "By using the site, you agree to the [Terms of Use](#). Don't have an account? [Create Account](#)."

Clicking the link opens the reset password modal.

The parent is required to:

- Enter the email address that was entered during account creation



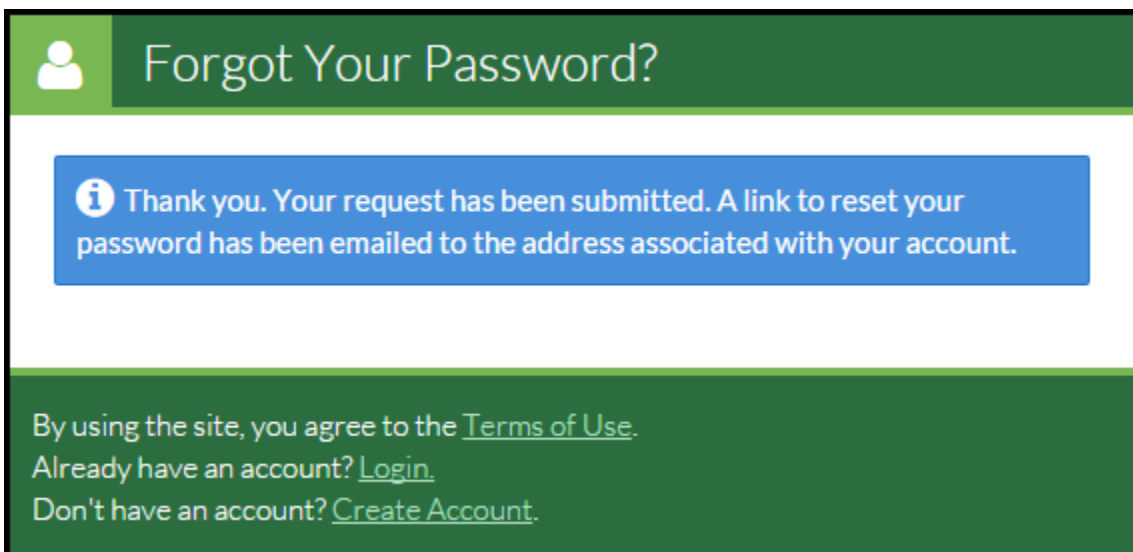
Forgot Your Password?

• Enter your email address

Continue

By using the site, you agree to the [Terms of Use](#).  
Already have an account? [Login](#).  
Don't have an account? [Create Account](#).

- An email is sent to the parent with a link to reset their password.



Forgot Your Password?

**i** Thank you. Your request has been submitted. A link to reset your password has been emailed to the address associated with your account.

By using the site, you agree to the [Terms of Use](#).  
Already have an account? [Login](#).  
Don't have an account? [Create Account](#).

Clicking the link within the email, takes the parent to the reset password screen. After the parent enters and confirms a new password they are logged into their account.

**Please Note:** The link expires after 20 minutes if not used.