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.
Clicking the link opens the reset password modal.

The parent is required to:

- Enter the email address that was entered during account creation

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.