

How to retrieve my username or password

There are 3 sections in this document. Please scroll down to the section that most pertains to you.

Section 1: I forgot my username

Section 2: I forgot my password

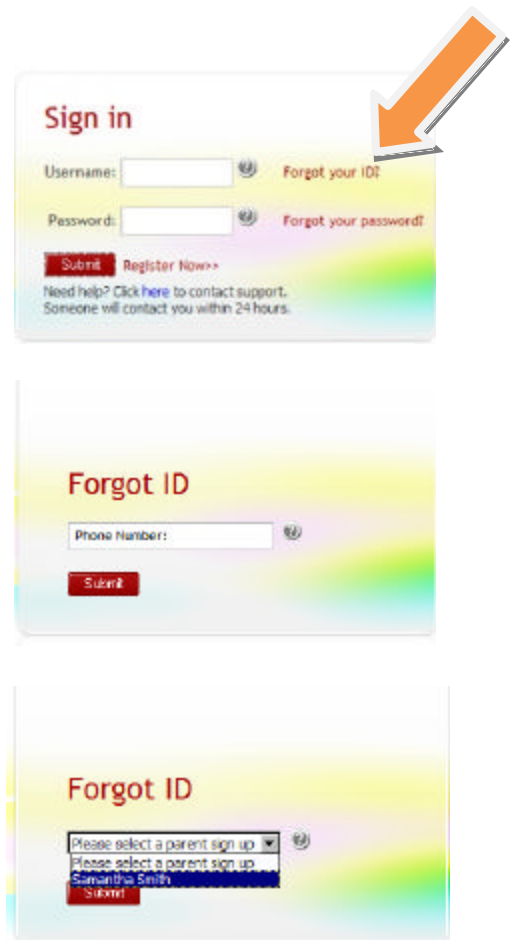
Section 3: I don't know my username or password and have to re-register

Before you get started, please go to the Parent Portal website: (We recommend you save this as a favorite website on your Internet browser.) <http://portal2.schoolannouncement.com/parent>

Thank you for being part of the School Announcement Family!

Section 1: I forgot my username

1. On the Parent home page:
<http://portal2.schoolannouncement.com/parent> click the link, 'Forgot your ID'
2. The next screen labeled 'Forgot ID' is where you will enter your primary phone number and click the 'submit' button.
NOTE: You may have to try multiple numbers (home, cell, office, etc...). If this does not work, please contact your school to confirm the number they have on file for you.
3. After you enter your primary number and click 'submit', a drop down box will display with your name (the registrant) as shown. Select your name and click the 'submit' button.
NOTE: If your name does not appear, please see section 3 to contact Support

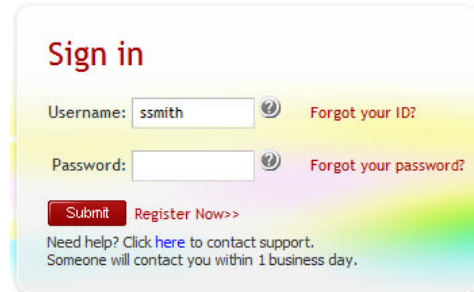


The first screenshot shows the 'Sign in' page with a red arrow pointing to the 'Forgot your ID?' link. The second screenshot shows the 'Forgot ID' page with a 'Phone Number:' input field and a 'Submit' button. The third screenshot shows the 'Forgot ID' page with a dropdown menu displaying 'Please select a parent sign up' and 'Samantha Smith'.

4. The next step is answering the security question you previously set up. Type in your answer and click the 'submit' button. **NOTE:** *If you don't remember your security answer or the security question does not display please see section 3 to contact Support*

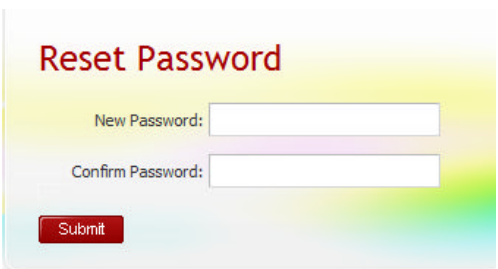
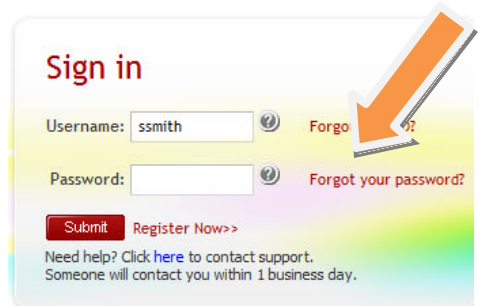


5. Once you have answered your security question correctly, your username will display on the next screen. Enter your password and click 'submit' to log in. **NOTE:** *If you do not recognize the User ID, see section 3 to contact Support*



Section 2: I forgot my password

1. If you know your username but cannot remember your password, enter your username, click the 'forgot password' link.
2. The security question you previously set up will display; enter your answer and click the 'submit' button. **NOTE:** *Your answer is case sensitive (If you do not remember your security answer or no question displays, see section 3 to contact Support)*
3. Next, you will be asked to reset your password. Type in a new password, complete the confirm password field and click the 'submit' button. **NOTE:** *Passwords must be at least 8 characters long and contain at least 1 letter and 1 number*



4. You will be taken back to the log in screen to enter your new password and login.



Section 3: I don't know my username or password and have to re-register

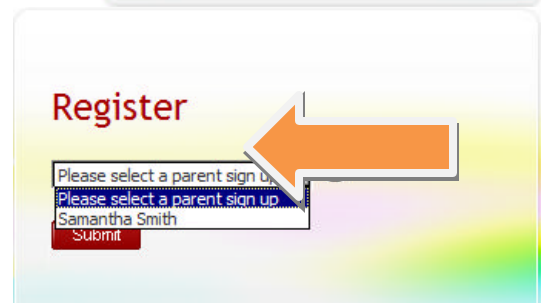
1. On the Parent home page:
<http://portal2.schoolannouncement.com/parent> click on the link, 'Register Now'.



2. Under 'Register', type in just your 10 digit phone number (do not use dashes or parentheses). **NOTE:** You may have to try multiple numbers (Home, cell, office, etc...) If this does not work, please contact your school to confirm the number they have on file for you.

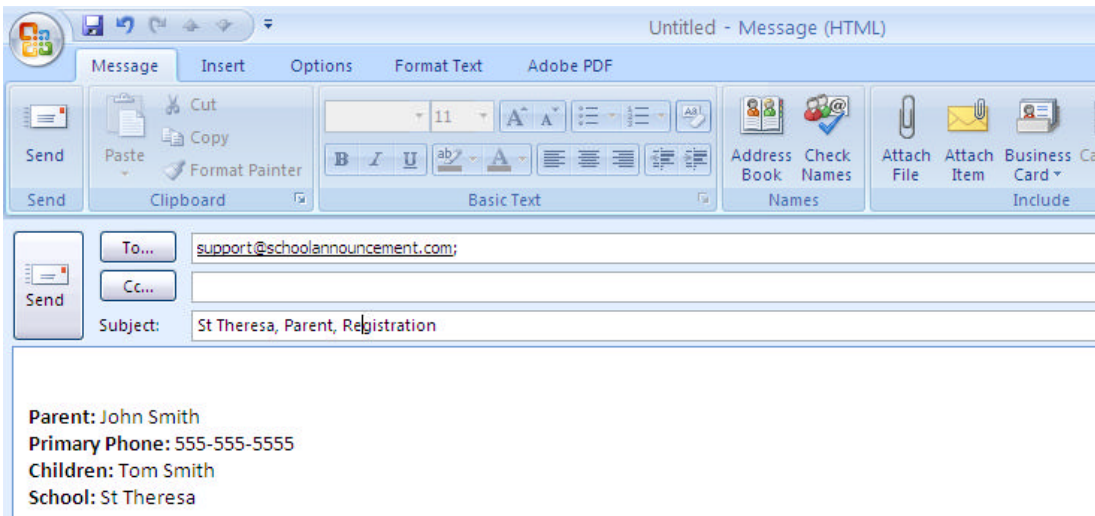


3. After you enter your phone number, click the 'submit' button and your name will appear in the drop down box. Please click your name and click on the 'submit' button. The next screen will have your Username populated already. Simply enter your password to access the site. **DO NOT hit the Enter or Return button on your keyboard as the system will not accept your entry – you must actually click the 'submit' button.** **NOTE:** If you need to retrieve your password, follow section 2.



CONTACTING SUPPORT:

- a. Please email the following information to support@schoolannouncement.com for help with re-registering. You will receive an instructional email response within 1-2 business days including updated information to log in.
- b. Send an email with:
 - i. **Subject Line:** School Name, Parent, Registration ex. St. Theresa, Parent, Registration
 - ii. Body of the email should contain:
 1. **Parent(s)** First and Last name
 2. **Primary phone #** (if you are unsure which # is your primary please provide multiple to locate you or contact your school to find out which number they have stored for your primary phone #.
 3. **Child/Children** First and last name
 4. **School** that each child attends



Thank you for your time!