

Parent Password Reset

This guide is intended to inform DPS Staff on the Password Reset process for Parents.

There are two functions regarding password management. Both require access to the email address used to register their Parent Portal account. The Password reset system will display in English, Spanish, Vietnamese or Arabic depending on their browser setting.

[Forgot Username](#) - Recover username for their Parent Portal account

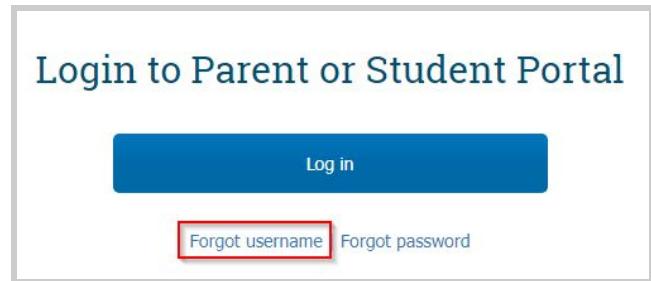
[Forgot Password](#) - Reset your password using a security code sent to the email address associated with their Parent Portal account.

To create an account: go to myportal.dpsk12.org and click "[create account](#)"

Forgot Username

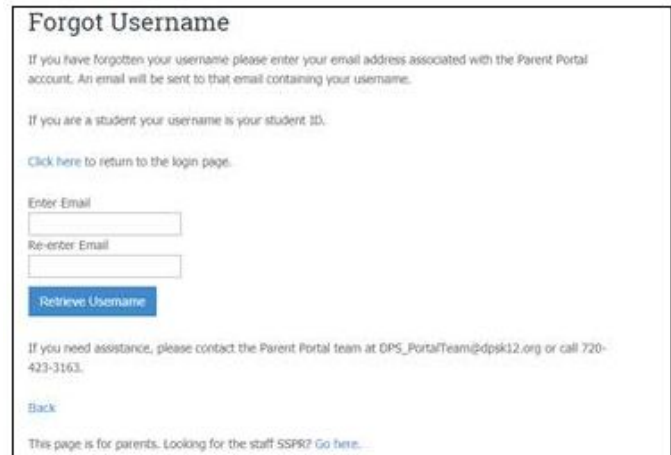
1. Request the Parent go to myportal.dpsk12.org

- a. Click **Forgot Username**.



2. Enter Email Address

- a. Enter personal **email address** used to register their Parent Portal account.
- b. Re-enter **email address**.
- c. Click **Submit**.
- d. Username sent to personal email.

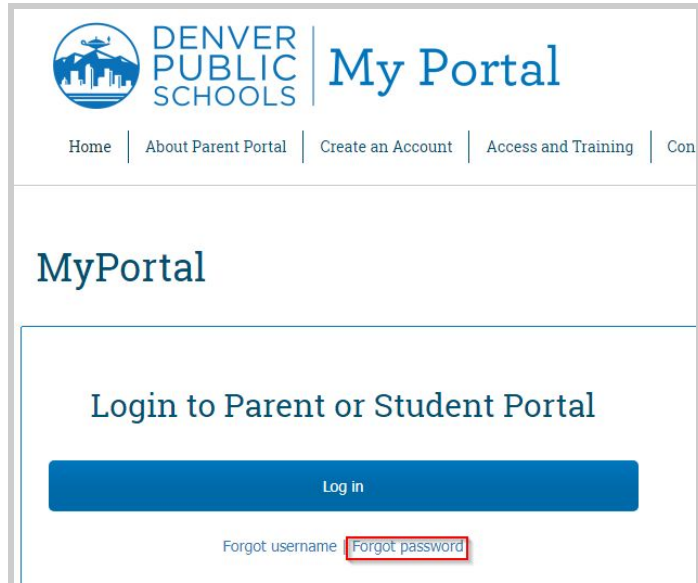


Parent Password Reset

Forgot Password

1. Request the Parent go to myportal.dpsk12.org

- e. Click **Forgot Password**.



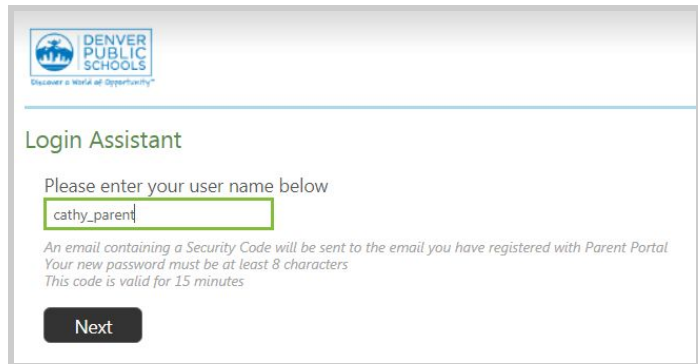
2. Enter User Name

- a. Enter **Username**.
- b. Click **Next**.

An email with a security code will be sent to the email they used to register their Parent Portal account.

Their new password must be at least 8 characters and the emailed code will be valid for 15 minutes.

Important: If no email is registered, create an account [Account Creation Form](https://parentaccountcreation.dpsk12.org/#/) (<https://parentaccountcreation.dpsk12.org/#/>).



Note: hints will display in either Spanish, Vietnamese or Arabic depending upon the browser setting

Parent Password Reset

3. Security Code sent to email

Security code email will be sent to the email address the parent used to create their Parent Portal account.

Important- If the parent is also a DPS staff member they cannot use their dpsk12.org or dpsk12.net email address.

The email sent will be in 4 languages (English, Spanish, Vietnamese and Arabic)

Important - Check junk/spam folder for email from IDmanagement@dpsk12.org

Support number: 720.423.3163

From: IDManagement@dpsk12.org
Date: July 9, 2018 at 11:18:48 AM MDT
To: <personal email address>
Subject: Reset your Parent Portal password

English:

Your security code is: xxxxxx| Enter this code to reset your password.

If you did not request to reset your password, please contact the Department of Technology Services Hotline at 720-423-3163 immediately.

This security code is only valid for 15 minutes

Please do not respond to this email

Español:

Su código de seguridad es: 150457. Ingrese este código para restablecer su contraseña.

Si no solicitó restablecer su contraseña, comuníquese de inmediato con la línea directa del Departamento de Servicios Tecnológicos al 720-423-3163.

Este código de seguridad solo es válido por 15 minutos

No responda a este correo

Tiếng Việt:

Mã bảo mật của quý vị là: 150457. Nhập mã này để đặt lại mật khẩu của quý vị.

Nếu quý vị không yêu cầu đặt lại mật khẩu, vui lòng liên lạc ngay với Đường dây khân của Ban Dịch vụ Công nghệ theo số 720-423-3163.

Mã bảo mật này chỉ có hiệu lực trong 15 phút

Vui lòng không trả lời email này

عرب

الموضوع: قم بتغيير كلمة المرور الخاصة بمدارس دنفر
 الاعامة إن لارمز لأمنية الخاص بك هو: 150457 أدخل هذا لارمز
 لتغيير كلمة المرور الخاصة بك

إذا لم تطلب تغيير كلمة المرور الخاصة بك، يرجد لاتصلا
 بلاخط لاساخذ لخدمات قسم التكنولوجيا عند لارقم
 7204233163 فوراً.

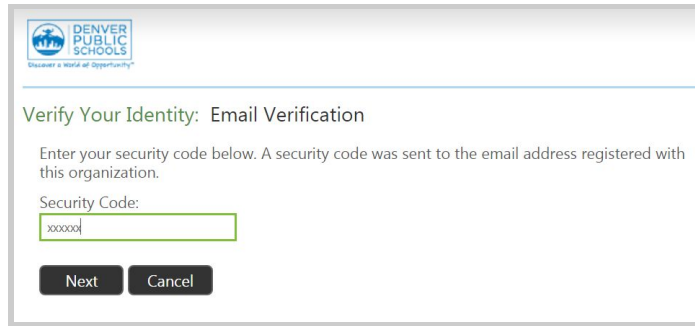
إن لارمز لأمنية هذا فآعلا فقط لمدة 15 دقيقة

يرجد عدم لارد عند هذه لارسلاة للإكترونية

Parent Password Reset

4. Enter security code

- a. Enter Security Code.
- b. Click **Next**.



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Verify Your Identity: Email Verification

Enter your security code below. A security code was sent to the email address registered with this organization.

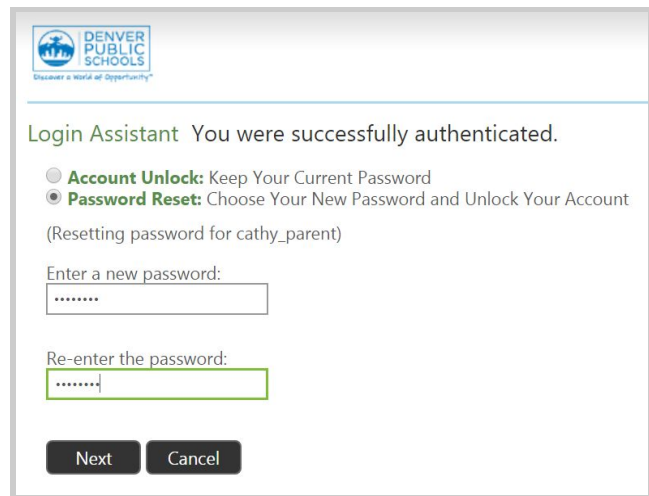
Security Code:
xxxxxx

Next Cancel

5. Enter new password

The Password should be least eight characters long.

- c. Enter **New Password**.
- d. Re-enter **New Password**.
- e. Click **Next**.



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Login Assistant You were successfully authenticated.

Account Unlock: Keep Your Current Password

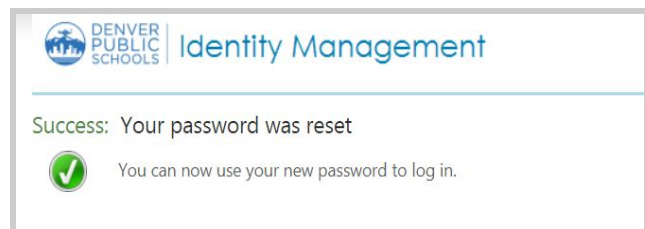
Password Reset: Choose Your New Password and Unlock Your Account
(Resetting password for cathy_parent)

Enter a new password:

Re-enter the password:


Next Cancel

6. Confirmation is displayed



DENVER PUBLIC SCHOOLS Identity Management

Success: Your password was reset

 You can now use your new password to log in.

Parent Password Reset

7. Confirmation email sent

Confirmation is sent to the email associated with the Parent Portal account.

The email will be in 4 languages (English, Spanish, Vietnamese and Arabic).

Important - Check junk/spam folder for email from Idmanagement@dpsk12.org.

From: IDManagement@dpsk12.org
Sent: Tuesday, July 10, 2018 9:47:58 AM
To: <personal email>
Subject: Your Parent Portal Password has been changed

English:

Your Parent Portal Password has been successfully changed.

If you did not request to reset your password, please contact the Department of Technology Services Hotline at 720-423-3163 immediately.

Español:

Ha cambiado su contraseña de DPS satisfactoriamente.

Si no solicitó restablecer su contraseña, comuníquese de inmediato con la línea directa del Departamento de Servicios Tecnológicos al 720-423-3163.

Tiếng Việt:

Mật khẩu DPS của quý vị đã được thay đổi thành công.

Nếu quý vị không yêu cầu đặt lại mật khẩu, vui lòng liên lạc ngay với Đường dây khẩn của Ban Dịch vụ Công nghệ theo số 720-423-3163.

عربى

تم قيد بـك الـخاصة الاعامة دنفر مدارس لـحساب الامرور لـكلمة اذ :الاموضوع
تغييرها

بالخط لاتصلا ىرجد ،بـك الـخاصة الامرور لـكلمة تغيير تطلب لـم اذا
فوراً 7204233163 لارقمع لـالـتكنولوجيا قـسـم لـخدمات الـاساخذ