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.

### Forgot Password

1. Request the Parent go to myportal.dpsk12.org
   a. Click **Forgot Password**.

2. Enter Email Address
   a. Enter personal **email address** used to register their Parent Portal account.
   b. Re-enter **email address**.
   c. Click **Submit**.
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**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/#/).

Note: hints will display in either Spanish, Vietnamese or Arabic depending upon the browser setting.
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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
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4. Enter security code
   a. Enter Security Code.
   b. Click Next.

5. Enter new password
   The Password should be least eight characters long.
   c. Enter New Password.
   d. Re-enter New Password.
   e. Click Next.

6. Confirmation is displayed
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 reestablecer 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 Đơn vị Cố vấn Công nghệ theo số 720-423-3163.