

## ParentsWeb Login Troubleshooting

In order to preserve security measures for Parents, Staff and Faculty alike, RenWeb has implemented a user name and password security authentication system. All user names have initially been set to your email address.

### FAQs

**Q I've typed my email address as the User Name and typed my Password and it tells me "Error: Invalid Credentials." How do I log in?**

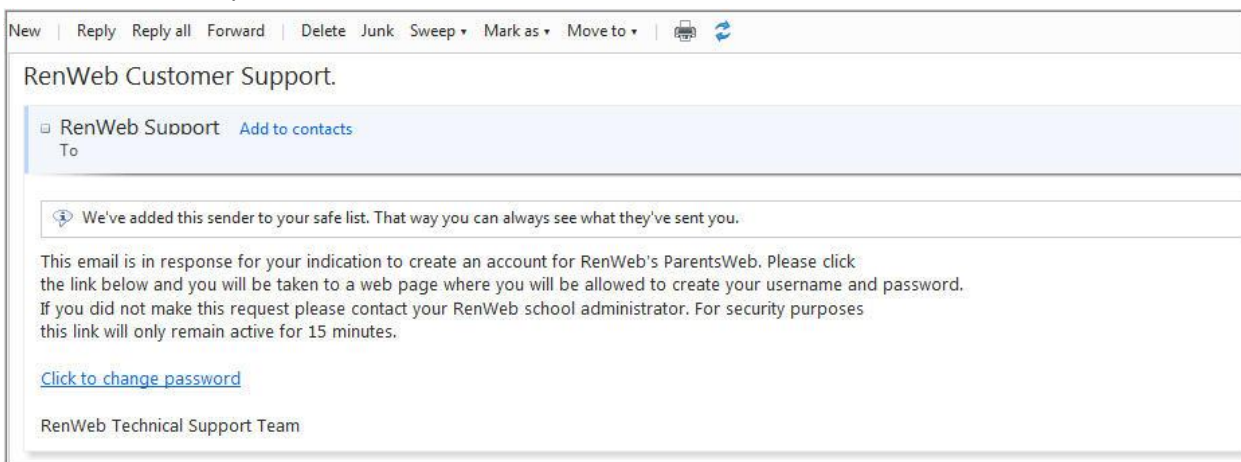
--OR--

**Q I don't know (or forgot) my user name. How do I log in?**

**A** The best thing to do is click **Forgot Username/Password.**

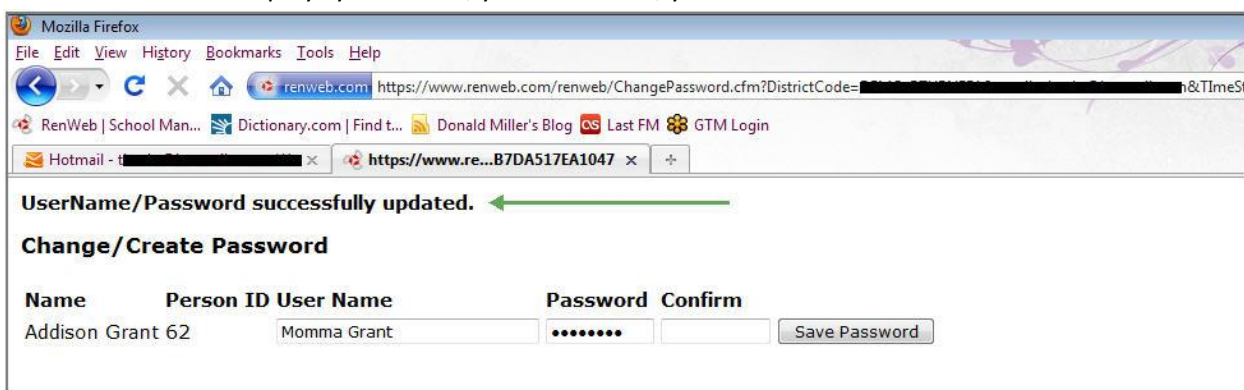
You will be prompted to type your email address. (It must be the email address that the school has in RenWeb as your email address.)

An email is sent to your email address.



Click the **Click to change password** link. This link is only valid for 30 minutes.

A browser window displays your Name, your Person ID, your User Name and obscured Password.



Type a new User Name and Password and click **Save Password.**

A message displays at the top of the browser, "User Name/Password successfully updated."

Log into ParentsWeb using your new User Name and Password.

Still having trouble? Email [nethelp@eagleslanding.org](mailto:nethelp@eagleslanding.org) for assistance.