

## Connect: Forgotten user name or password

1

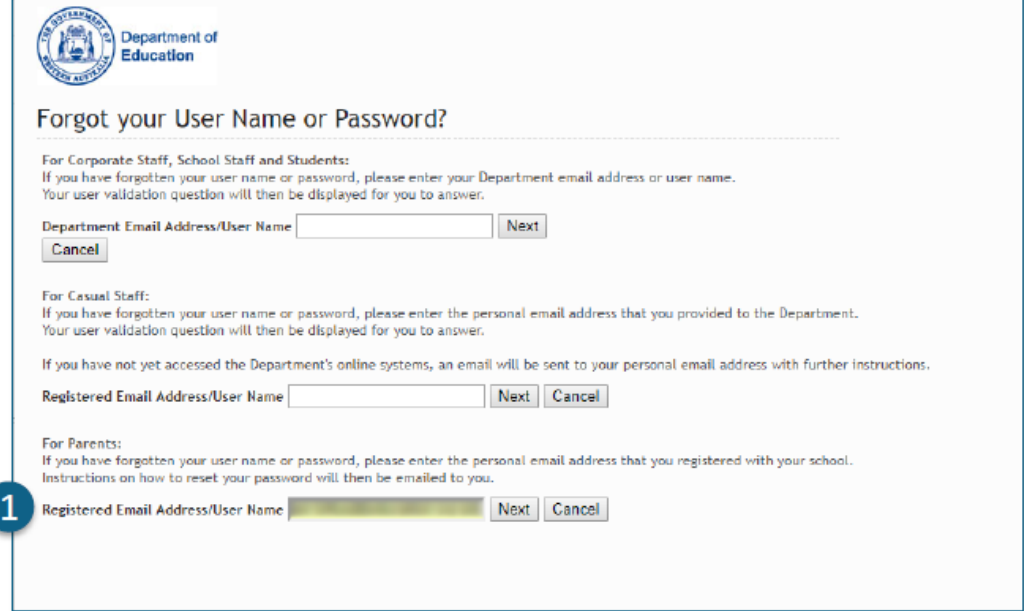
### Registered email address

Type your email address (the one registered at your child's school) and click **Next**.



The screenshot shows the 'Forgot your User Name or Password?' page with the Department of Education logo. Below the title, it states 'Your email address has matched more than one user:'. Underneath, it says 'Select Correct User' and lists two options with radio buttons: 'Jan (P00 ) - Portal/Vac Swim Login' and 'Janet (P00 ) - Connect Parent Account'. At the bottom, there are 'Next' and 'Cancel' buttons.

2



The screenshot shows the 'Forgot your User Name or Password?' page with the Department of Education logo. It is divided into three sections: 'For Corporate Staff, School Staff and Students', 'For Casual Staff', and 'For Parents'. Each section has a text prompt and an input field for the email address or user name, with 'Next' and 'Cancel' buttons. A red circle with the number '1' is placed over the 'Registered Email Address/User Name' input field in the 'For Parents' section.

1

### User name and password

If you have registered for other Department of Education WA online services (such as VacSwim) in the past you may have more than one P-number. Select the **Connect Parent Account** option and click **Next**.

2

An email will be sent to your nominated email address allowing you to reset your password.