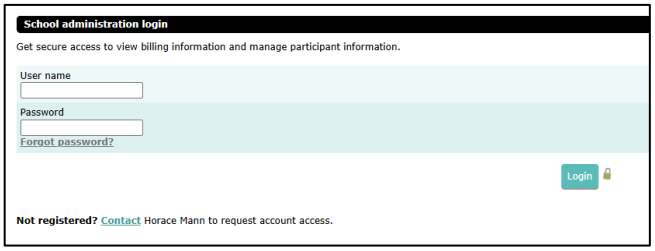
# Reset your School Administration Website password

Open the School Administration Website Log In and follow these steps.

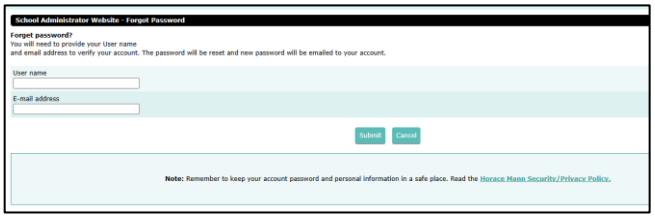
## REQUEST A TEMPORARY PASSWORD

**1. Select Forgot Password.** On the login page, select the Forgot password? link.




*Login page with Forgot password link*

**2. Enter your username and email.** Use the username and email address on file, then select Submit. If they match our records, a temporary password will be sent by email.




*Forgot Password form with username, email, and Submit fields*

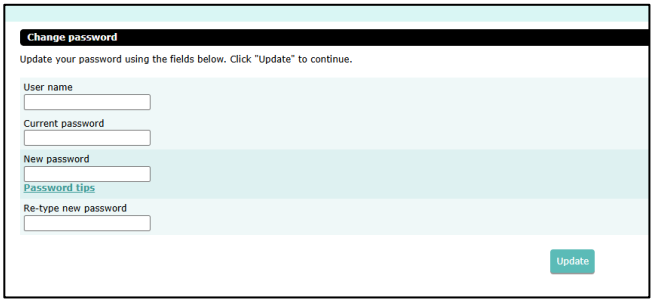
## SIGN IN AND CREATE YOUR NEW PASSWORD

**3. Check your email.** Look for a message from SchoolServices@horacemann.com. Check your spam folder if it is not in your inbox.

**4. Sign in with the temporary password.** Return to the login page, enter your username and the password from the email, then select Login.

**5. Complete the Change password fields:**

- **User name:** Your username.
- **Current password:** The temporary password from the email.
- **New password:** A new password you create that meets the requirements below.
- **Re-type new password:** Enter the same new password again. Both entries must match; if they do not, re-enter them.




*Change password screen showing the four fields and Update button*

**6. Select Update.** Once a new password is established you will be returned to the login page. Sign in with your username and new password.

## PASSWORD REQUIREMENTS

Password must be at least 8 characters long and include at least one number, one letter, and one of these special characters: ! @ # $ % ^ & *. Both uppercase and lowercase letters are accepted.

## IF YOU CANNOT RESET YOUR PASSWORD

If your username/email is rejected, check both entries and try again; if it is rejected again, contact School Services. If the reset email does not arrive, check spam. If the account is locked after five failed sign-in attempts, appears inactive, or you still need help, contact School Services at SchoolServices@horacemann.com.