Activate your Parent Portal Account

Your account must be activated before you can login to the Parent Portal. Activating your account is a one-time process. However, if your account becomes locked or reset, you will follow these same steps to reactivate your account.

When your student sets up your Parent Portal account, you should receive an e-mail (Subject line: “Parent Account Created”) that includes your username and a temporary password. You will need this information to activate your account using the steps below. You will also need to know your phone number that your student associated with this account as well as your student’s city of birth (as entered by the student when setting up your account). During activation you will create a permanent password and choose a secret question and answer to use if you forget your password.

**NOTE:** These instructions only activate your account. After activation, you can access Parent Portal services by logging in on the MyUNH tab (see “Login to the UNH Parent Portal” for instructions).

1.  Point your browser to **MyUNH/Blackboard** at [https://blackboard.unh.edu](https://blackboard.unh.edu)
   You will see the main Blackboard screen:

   ![MyUNH Blackboard](https://blackboard.unh.edu)

2.  Click the **Login Help** tab at the top right
3.  Locate the **UNH – Parent Account Setup** box:

   ![UNH Parent Account Setup](https://blackboard.unh.edu)

4.  Click the **Continue** button to proceed.
5.  You will see the Parent Portal **Activate account** screen:

   ![Parent Portal Activate Account](https://blackboard.unh.edu)

6.  Enter your parent portal **Username** exactly as it appears in the e-mail (all lower-case), and press the **Tab** key.
7.  Enter your **Temporary password** exactly as it appears in the e-mail (including upper- and lower-case).
8.  Click the **Next** button to continue.
9. You will see the Verify screen:

![Verify screen]

**IMPORTANT:**
Your Phone Number and Student’s City of Birth are required whenever you activate or reactivate your account or when you recover your forgotten username or password.

- You must match the information that your student entered (e.g. "Mt Auburn" is not the same as "Mount Auburn")
- If you are not sure of these exact values, please verify with your student
- Case is irrelevant
- The following punctuation is ignored: dash - apostrophe ' period . comma , parentheses ( )
- Spaces are valid characters that must match

10. Enter your complete **Phone Number**. This is the phone number your student associated with your account *(see IMPORTANT note above)*. Then press the **Tab** key to move to the next field.

11. Enter your **Student’s City of Birth** *(see IMPORTANT note above)*.

12. Click the **Next** button to continue.

13. You will see the **Terms and conditions of use** screen:

![Terms and conditions of use]

14. Click all the checkboxes to accept the terms and conditions of use.
   
   Note: this is required in order to use the UNH Parent Portal system.

15. Then scroll to the bottom and click the **Next** button to continue.

16. You will see the **Special information** screen:

![Special information]

17. If you wish to receive University approved mailings click the checkbox; otherwise, leave the checkbox empty. You may modify this option at a later time.

18. Click the **Next** button to continue.
19. You will see the **Select secret question** screen:

![Select secret question](image)

20. Choose a **secret question** from the pull-down list.
   Type in your **answer** to the question (this is NOT case sensitive).
   You must provide this answer if you need to reset a forgotten password.

21. Click the **Next** button to continue.

22. You will see the **Create password** screen:

![Create password](image)

23. Choose a permanent **New password** of at least 15 characters.
   Passwords are case-sensitive. They may include spaces.
   Retype your password in the **Confirm password** box.

24. Click the **Submit** button to finish and activate your account.

25. You will see a **confirmation** that your password was reset:
   Your account has now been successfully activated. You will receive an e-mail confirmation with instructions for logging in to the Parent Portal.

![Confirmation](image)

26. Click the **OK** button.
   You will be brought to the **MyUNH** tab where you may login. You will need to wait 5 minutes after activating your account before attempting to login. If you are done, close your browser.

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**NOTE:**

You have just activated your account through the LOGIN HELP tab.
To access Parent Portal services, you must now login through the MyUNH tab.
Refer to the “[Login to the UNH Parent Portal](#)” help topic for login instructions.

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