UNH Parent Portal – Help for Parents

Forgot Your Password

If you have activated your Parent Portal account, but later forget your password, you can try retrieving it using the following steps.

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

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

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

6. Leave the Username and Temporary password boxes empty.
   Below the Temporary password box, click the link for I forgot my password, and press the Next key.
7. You will need to enter your Username, and press the Next button.

- If you exceed the maximum number of failed attempts to enter this information, your account will be locked by the system. You will need to ask your student to reset your account.
8. You will see the **Answer** screen, which will display the secret question you selected when you activated your account:

![Answer Screen]

9. Enter the **answer** to your secret question (answers are not case-sensitive). Then press the **Next** button
   - If you exceed the maximum number of failed attempts to enter this information, your account will be locked by the system. You will need to ask your student to reset your account.

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

![Create Password Screen]

11. Choose a permanent **New password** of at least 15 characters. Passwords are case-sensitive. They may include spaces. The password is not displayed as you type it.
    - Retype the password in the **Confirm password** box.
    - Click the **Submit** button to finish and activate your account.

12. You will see a **confirmation** that your password was reset.
    - You will also receive an e-mail confirmation that you successfully reset your password.

13. Click the **OK** button.
    - You will be brought to the **MyUNH** tab where you may now 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 **reset your password** 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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