UNH Parent Portal – Help for Parents

Forgot Your Username

If you have activated your Parent Portal account, but later forget your username, 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 at the top right.

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 username, and press the Next key.

7. You will need to enter your E-mail address that is associated with this account, then press the Next button.

   - Note: if you are unable to enter the correct E-mail address, click Cancel and contact your student for the information.
8. If you have more than one student who has created a Parent Portal account for you, please enter the **First name** of the student associated with this account, then press the **Submit** button.

- **Note:** if you are unable to enter the correct student **First name**, click **Cancel** and contact your student for the information.

9. If you entered the correct information, you will see a message indicating that your username will be sent to your email address.

10. Click the **OK** button.

- You should soon receive an e-mail message (Subject: “Parent username recovered”). This contains your username and the date and time you recovered it.

11. You will be returned to the **Activate account** screen.
   If you also forgot your password, you may recover it from this screen as well.

12. If you know your password and are ready to login to the Parent Portal again, click the **MyUNH** tab. On the **MyUNH** tab, locate the **Login Here** box and click the **Login** button to login with your username and password.

   **NOTE:**
   You have just **recovered your username** 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.