UNH Parent Portal – Help for Students

Resetting your parent’s account
There is no need to create another account for the same parent!

1. Login to Blackboard at https://blackboard.unh.edu
2. Click the UNH tab and then click Webcat/Student Services subtab.

3. Locate the UNH – Parent Portal Setup module, and click the Continue button.

4. On the initial screen, you will see the parent accounts you have created.

5. Click the Modify button next to that record.

6. You will see the Parent Edit screen.
7. Under *Account Status*:

- **Current Status** shows the current status of your parent’s account.
- **Change Status** allows you to change the status. Options are based on the current status. To **RESET** the account, click on a radio button to the left of the word Reset.

8. You do NOT need to edit any other information. However, if your parent is having difficulty with your Critical Information, you may want to change it and let your parent know what you have entered. Be aware that your parent must enter this information for authenticating when activating or reactivating an account or when recovering a forgotten username or password.

9. To submit your changes, click the **Submit** button. (To cancel your changes, click the Cancel button. You will be returned to the initial Parent Portal screen to view or add accounts.)

10. You will see a message indicating a confirming email has been sent to you and your parent.

11. Click the **OK** button. You will be returned to the initial Parent Portal screen. If you are done, click on a Blackboard tab or log out.