



Parent Self Serve User ID and Password Retrieval

Retrieving a User ID

- 1 Go to the link below and select Forgot User ID

<https://judsonisd.teams.hosting/selfserve/HomeLoginAction.do?parent=true&teamsStaffUser=N>

The screenshot shows the Frontline Education login page. On the left, there are fields for 'User ID:' and 'Password:', a 'Sign On' button, and a menu with options: 'Forgot User ID' (highlighted with a blue arrow and the number 2), 'Forgot Password', 'Change Password', and 'Home'. On the right, a pop-up form titled 'Parent Self Serve - Forgot User ID' is displayed. It has fields for 'Email:' (numbered 3) and 'Last Name:' (numbered 4), and a 'Submit' button (numbered 4). Text to the right of the pop-up explains: 'Once you select Forgot User ID, a pop up box will display for you to enter your email and last name. Next, select the **Submit** button to have your User ID sent to your email.'

Retrieving a Password

Go to the link below and type in your User ID and select **Forgot Password**.

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The screenshot shows the Frontline Education login page. On the left, there are fields for 'User ID:' and 'Password:', a 'Sign On' button, and a menu with options: 'Forgot User ID', 'Forgot Password' (highlighted with a blue arrow and the number 2), 'Change Password', and 'Home'. On the right, a pop-up form titled 'Parent Self Serve - Forgot Password' is displayed. It has fields for 'User ID:', 'Security Question:', and 'Security Question Answer (case sensitive):' (numbered 3). There is also a 'Name of Pet' field. A 'Submit' button (numbered 4) is at the bottom right. Below the pop-up is a 'Change Password' form with 'New Password:' and 'Confirm Password:' fields (numbered 5) and a 'Save' button (numbered 6). Text to the right of the pop-up explains: 'Once you enter your User ID and select Forgot Password, a pop up box will display for you to enter your security answer. Next, select the **Submit** button which will display a pop up box to change your password. You must select Save to finish changing your password.'