

# Parent Portal Password Reset Issues

Last Modified on 11/03/2020 12:30 am EST

If a parent advises you that they are not receiving a password reset email, you can verify that it was sent by viewing the email history on the *Misc* tab of the *Family* record.

Click the **View Sent Emails** button and look for emails with the Type=Portal Password. These will confirm that the password resets were sent. You can even view a copy of the sent email.

**Email History**

180 days of email history is saved

Confirms the date and time that Jackrabbit sent the password reset email and which address it was sent to

	Date Sent	Status	Type	Subject	Recipient	To Address	From Address
<a href="#">View</a>	4/9/2018 11:54:44 PM	Complete	Portal Password...	Help Center Parent Portal - Port...	Holly Ager	hollyager41@gmail.com	helpcenter@jackrabbittech.com
<a href="#">View</a>	4/9/2018 9:27:00 PM	Complete	Family	Jackrabbit Help Center - - Regis...		hollyager41@gmail.com	solson@jackrabbittech.com
<a href="#">View</a>	4/9/2018 7:27:10 PM	Complete	Portal Enroll	Jackrabbit Help Center - Ager - ...		hollyager41@gmail.com	hollyager41@gmail.com

Your customer portal password has been reset by an administrator.

Your Portal UserID is: hollyager41@gmail.com  
Your Portal Password is: 25h6bcxz  
(Please note that passwords are case-sensitive)

This is a temporary password. You can change it after you login.  
You may login at our [Portal Login](#)

~Help Center Parent Portal/Jackrabbit Support

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