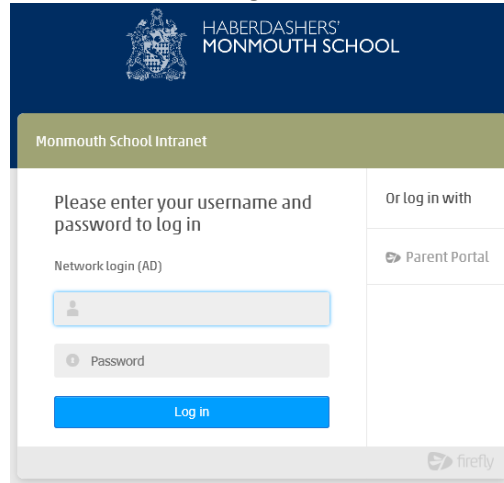


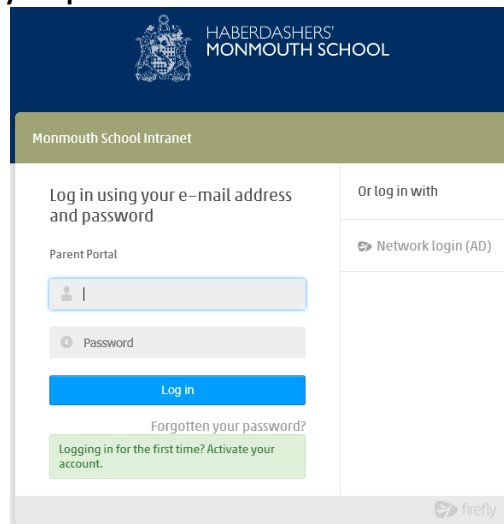
If you have logged in previously, but have forgotten your password, you can reset your password on the Parent Portal as follows:

Navigate to the Parent Portal login page, <https://intranet.monmouthschool.org>

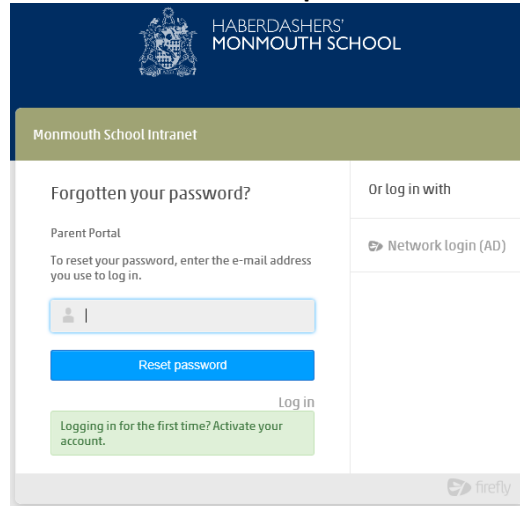
1. Click on the '**Parent Portal**' link on the right.



2. Enter the email address that the school already holds on record for you (as a parent/guardian contact).
3. Click on '**Forgotten your password?**'

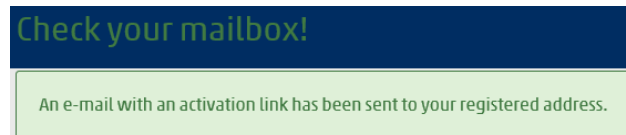


4. Enter your email address and click on **'Reset password'**.



The screenshot shows the 'Monmouth School Intranet' interface. At the top, there is a dark blue header with the school's crest and the text 'HABERDASHERS' MONMOUTH SCHOOL'. Below this is a green bar with 'Monmouth School Intranet'. The main content area is white and divided into two columns. The left column is titled 'Forgotten your password?' and contains a 'Parent Portal' section. It instructs the user to 'To reset your password, enter the e-mail address you use to log in.' There is a text input field with a person icon, a blue 'Reset password' button, and a 'Log in' link. A green box at the bottom of this section says 'Logging in for the first time? Activate your account.' The right column is titled 'Or log in with' and contains a 'Network login (AD)' option with a right-pointing arrow. A 'firefly' logo is visible in the bottom right corner of the page.

5. The parent portal will then send you an email. Please check your junk/spam filters if you do not receive the email.



6. Click the link that appears in your email.

Hi Paul

To reset your password, please use the link below:

[Reset password](#)

7. You will then be asked to enter and confirm a new password of your choice.
8. Once you have done this, choose **'Reset password'**.

You will now be logged in to the parent portal. The next time you log in with your parent account, simply use your email and the new password you have just created.