

PCG Terms

Account Information – Information provided by the user to verify their identity in the event of account recovery

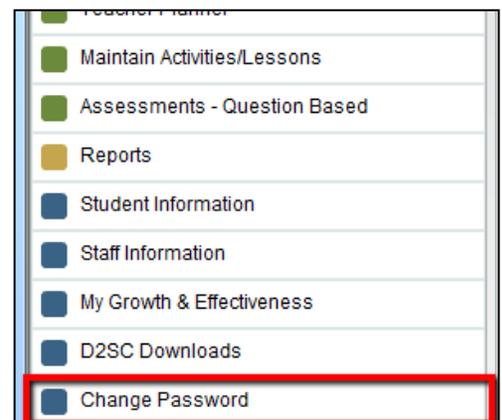
Account Disabled – An account is locked if a user attempts to login UNSUCCESSFULLY three times.

Recover Password – The process to reactivate a disabled account and reset the password. This process eliminates the need to contact any for assistance, but is dependent on the *Account Information*.



Login with your username and password.

Click the **Change Password** button on the Main Menu.



Enter ALL **Account Information** required in this screen.

Note the password requirements displayed in the green area. These may vary by district, so be sure to read them.

When all fields are completed, click the **Save** button.

To reactivate a disabled account, click the **Recover Password** link at the bottom of the login box.

The **Password Recovery Wizard** will begin.

Enter the requested information in the screens that follow:

Username

Answer to Security Question

Birthday

(This information must be entered EXACTLY as you entered it originally.)

When your identifying information has been verified, the system will open the **Account Information** screen. (The same screen you see when you click the **Change Password** button.)

Enter a password in this screen and select **Save** to save. Your account is now active, and the password is set to the new password entered.