



Password Reset for Parents

Because we take the security of your accounts and data seriously, we have followed industry best practices and enforced a password reset for all user accounts in the WisePay platform.

Click the "[Forgotten Password?](#)" link and enter your email address as requested. You will shortly receive an email allowing you to set a new password.

The image shows the WisePay login page. At the top is the WisePay logo. Below it is the text "Welcome to our Online Payment Area". A cookie notice states: "COOKIES : By logging in, you accept that cookies will be used during your visit to WisePay. [Further information >](#)". The login form has two input fields: "Username / Email" with "Email" as a placeholder, and "Password" with "Password" as a placeholder. A blue "Sign in" button is located to the right of the password field. At the bottom right of the form are two links: "Create an Account" and "Forgotten Password ?".

If a parent attempts to log in will be notified their password has been reset and prompted to follow the "[Reset Password](#)" link:

The image shows a system notification on the WisePay login page. At the top is the WisePay logo and the text "Welcome to our Online Payment Area". A "Home" link is in the top right corner. The notification is titled "System Notification - 06 October 2020 : 22:25:22". It contains the following information:

Error Code (6)	Login Failure
Location	Login Panel
Description	The password for this account has been reset - please use the forgot password feature to send a reset code.
Action	Click on the link below to set your password. Reset Password

When the password reset email is received, follow the link and choose a new password.

We have implemented additional requirements for new passwords and have provided a password strength indicator to help users choose a strong password.

As always we recommend choosing a password unique to WisePay and using password management software to keep credentials secure.