

## What If .....

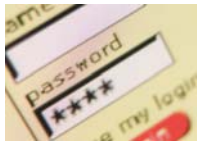
Questions around Password and Email Address

As parents are using FCPS 24-7 Learning there may be a time when:

- A parent forgets their password
- A parent wants to change their password
- A parent wants to change their email address

Who do they contact?

Call the FCPS 24-7 Parent View Help Desk at 1-866-434-8880.



## What If.....

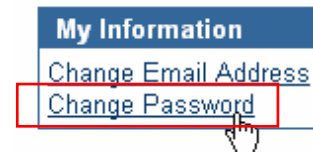
*I forgot my password, what do I do?*

If you forget your password you should call the FCPS 24-7 Parent View Help Desk at **1-866-434-8880**. They will be able to assist you. Please do not contact the school as staff at your school can not change your password, only the Parent View Help Desk help with passwords that have been forgotten.



*I want to change my Password. How do I do it?*

To change your password, click on the **Change Password** link on the **My FCPS Parent** page. You will be prompted to type your new password twice. Then click on the **Submit** button.



*I need to change my email address, what do I do?*

To change the email address associated with your FCPS 24-7 Parent View account, click on the **Change Email Address** link on the **My FCPS Parent** page. You will be prompted to type your new email address twice. Then click on the **Submit** button.

