

FCPS 24-7 Learning Parent View Requesting a Forgotten Password For Parents



NOTE TO PARENTS: You must have validated your account at one of your children's schools in order to use this feature.

Forgot your password? Fairfax County Public Schools has implemented a self-service process for changing your password, when you cannot remember it. This is a fast and easy way to change your password. You can find the "Forgot your password?" link under the login for your username and password. Click on the link and follow the step-by-step process. Below you will find tips for a successful experience.

Tips for using "Forgot your password?" link:

1. Parents may use this feature after validating their account at their child's school.
2. All entries are case sensitive.
3. Only enter information in one option.
 - a. Username Option
 - i. First Name and Last Name: These fields must match what was used when registering for your Parent View account.
 - ii. Username: Use your unique username, such as jdoe100. This was given to you during the validation process at your child's school.
 1. If you have forgotten or lost your username, please contact the FCPS 24-7 Help Desk at 1-866-434-8880.
 - b. Email address Option
 - i. First Name and Last Name: These fields must match what was used when registering for your Parent View account.
 - ii. Email: This is the email address that is associated with your FCPS 24-7 Learning account. If you have changed your email address in FCPS 24-7 Learning since your account was validated, use the most current email address.

Note: Changing an email address in weCare@school module does not change your email address in FCPS 24-7 Learning.

After using either option, an email will be sent to the email address associated with your FCPS 24-7 Learning account. The email will give step-by-step instructions on how to reset your password. For security purposes, your password must be at least 5 characters and cannot be reset to your previous password or your username. If you need further assistance, please contact the FCPS 24-7 Help Desk at 1-866-434-8880. Students can contact their instructor if further assistance is needed.