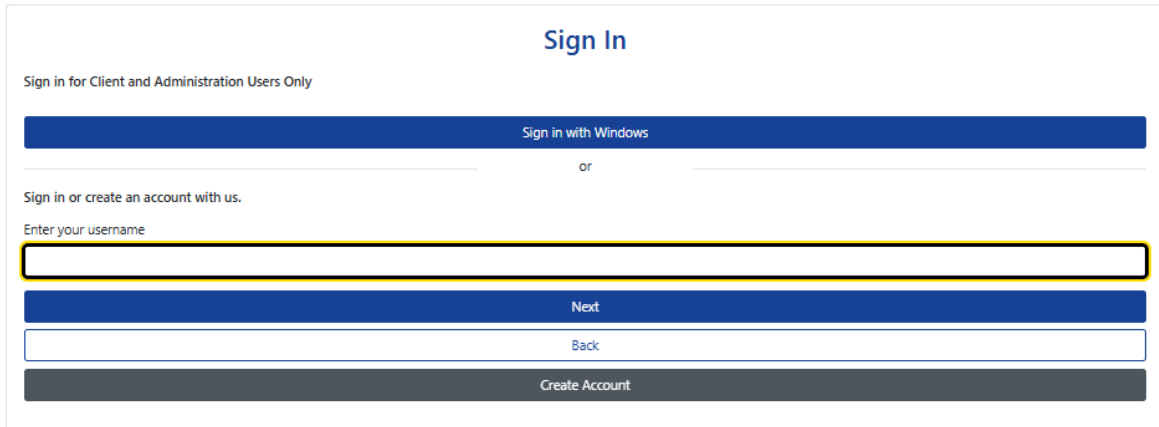


How to reset your password

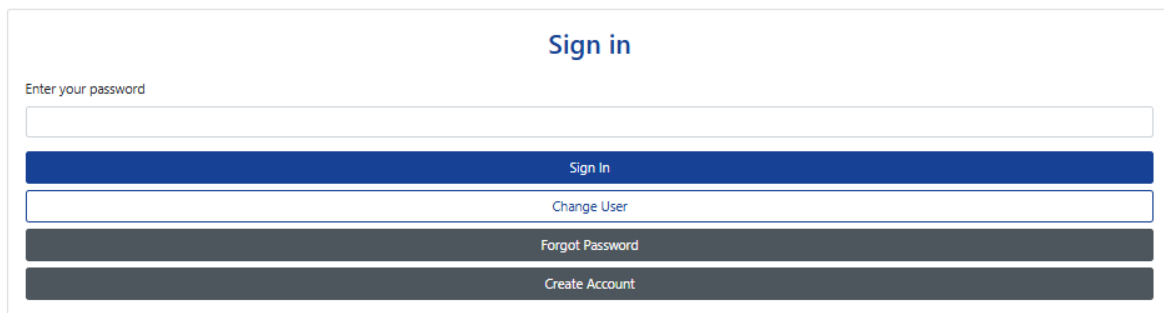
<https://www.sandwell.gov.uk/school-admissions/apply-school-place>

1. Firstly, you will need to access the link to the parent portal. Your username is the email address used to make the account.



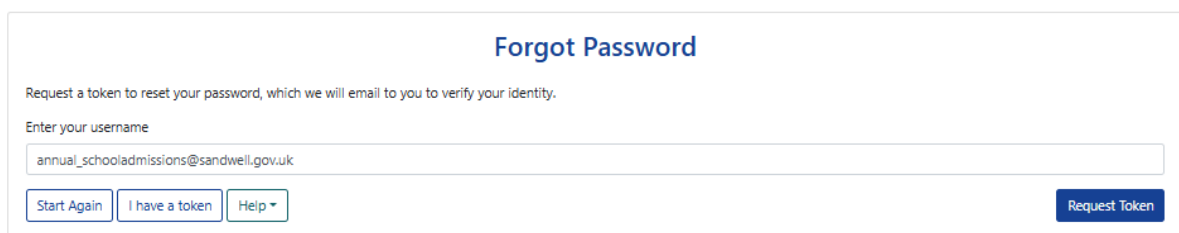
The screenshot shows the 'Sign In' page for Client and Administration Users. It features a blue header with the title 'Sign In'. Below the header, there is a section for 'Sign in with Windows' and a link to 'Sign in or create an account with us'. A text input field for 'Enter your username' is highlighted with a yellow border. Below the input field are three buttons: 'Next' (blue), 'Back' (white with blue border), and 'Create Account' (dark grey).

2. If you have forgotten your password, select the 'forgot password' tab.



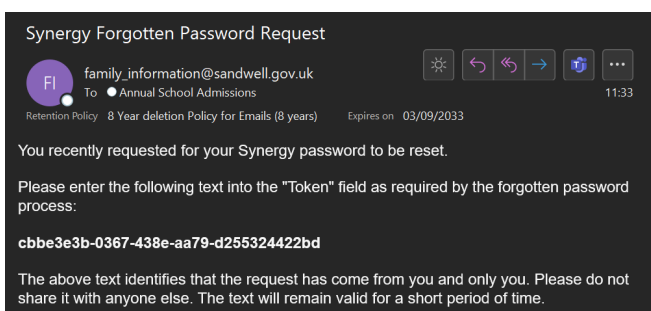
The screenshot shows the 'Sign in' page. It features a blue header with the title 'Sign in'. Below the header, there is a text input field for 'Enter your password'. Below the input field are four buttons: 'Sign In' (blue), 'Change User' (white with blue border), 'Forgot Password' (dark grey), and 'Create Account' (dark grey).

3. Please ensure your email/username is correct and select 'request token'.



The screenshot shows the 'Forgot Password' page. It features a blue header with the title 'Forgot Password'. Below the header, there is a text input field for 'Enter your username' with the value 'annual_schooladmissions@sandwell.gov.uk'. Below the input field are three buttons: 'Start Again' (blue), 'I have a token' (blue), and 'Help' (blue). To the right of these buttons is a 'Request Token' button (blue).

4. You will be sent an email from family_information@sandwell.gov.uk with a token to reset your password. Please be sure to check your junk/spam folders also.



How to reset your password

5. You will need to go back onto the parent portal, and copy and paste the token sent in the email. Then click 'reset password' to continue.

Enter Token

To reset your password, enter the token contained in the email that we sent you.

Token

Start AgainHelp ▾Reset Password

6. You will then be able to reset your password, and it will automatically log you into your account.

Reset password

New Password *

Confirm Password *

Please confirm your password

CancelChange Password

Your password must include the following –

1. A uppercase character e.g. A, B, C
2. Lowercase letters e.g. a, b c
3. A numeric character e.g. 1, 2, 3
4. A special character e.g. !, ?, @
5. Must be 8 or more characters long.
6. Your password cannot be your username.