

# Authorized User Account Locked & How to Reset Password

**STEP  
1**

If your authorized user account is locked, it will automatically unlock in 30 minutes.

**STEP  
2**

Once your account unlocks, you can reset your password.

**STEP  
3**

To reset password, type in your email for your authorized user account and then click "Forgot Password". A new one will be emailed to you.

## Authorized Users

Login for parents or others who have been granted access.

[Forgot Password](#)

[Login](#)

**STEP  
4**

When you receive your new password, you will be able to use that temporary password to log in to your authorized user account.