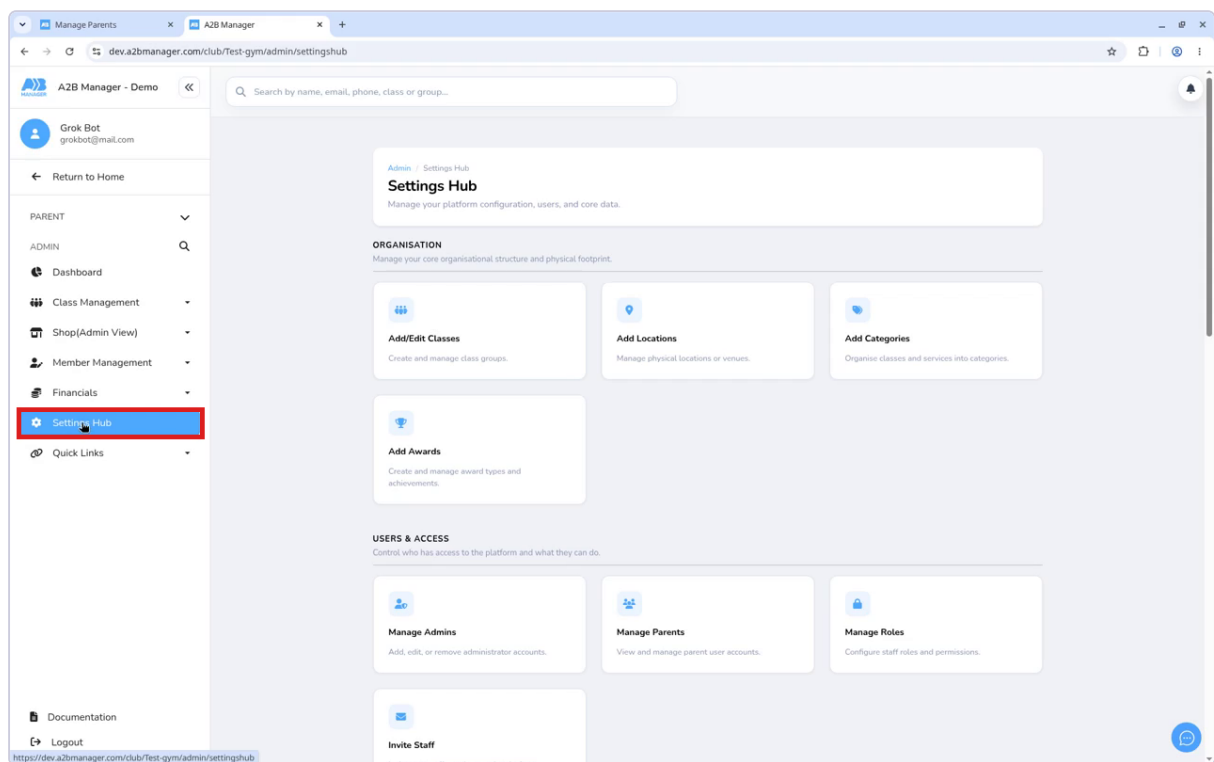


How to reset a parent's password (admins)

As a club admin, you can set a new password for a parent from **Manage Parents**. The parent doesn't need their old password.

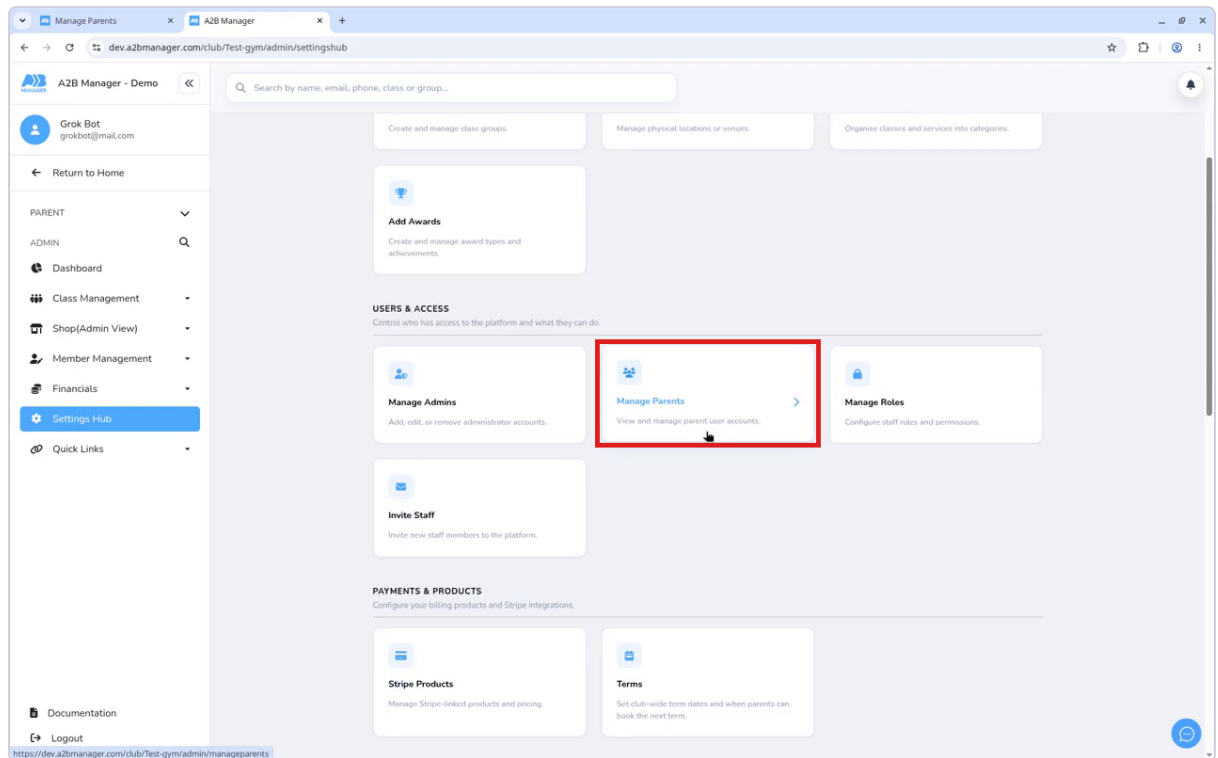
Resetting a parent's password

1. **Open Settings Hub (0:00)**
 - Log in to your club's admin area.
 - In the left sidebar, click **Settings Hub**.



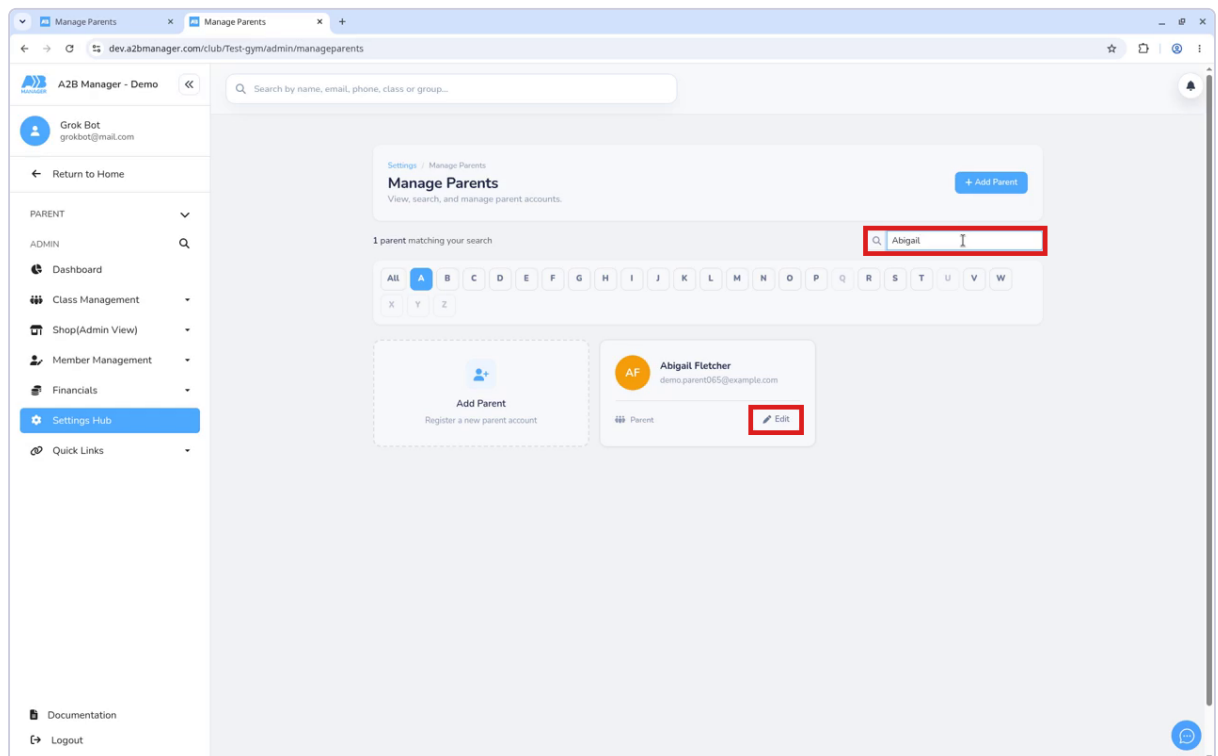
2. Open Manage Parents (0:08)

- Scroll down to **Users & Access**.
- Click **Manage Parents**. You'll see a list of your club's parents.



3. Find the parent and click Edit (0:14)

- Search by the parent's name or email address.
- On their card, click **Edit** (the pen icon).



4. Enter the new password (0:22)

- In the **Edit Parent** pop-up, scroll down to **Change Password**.
- Type the password in **New Password** and again in **Confirm New Password**.
- If you leave both fields blank, the parent's existing password stays the same.

The screenshot shows the 'Edit Parent' pop-up in the A2B Manager interface. The pop-up is titled 'Edit Parent' with a subtitle 'Update parent details, contact information and access roles.' It contains several sections: 'Personal Details' with fields for First Name (Abigail), Last Name (Fletcher), Email Address (demo.parent065@example.com), and Mobile Number (+44 7700 900065); 'Change Password' which is highlighted with a red rectangle and contains 'New Password' and 'Confirm New Password' fields, both filled with asterisks; and 'Address' with fields for Address Line 1 (5 Gymnastics Lane) and Address Line 2. At the bottom right, there are three buttons: 'Cancel', 'Add Student', and 'Save Parent'.

5. Click Save Parent (0:32)

- Click **Save Parent** at the bottom of the pop-up.
- The pop-up closes and the new password works straight away.

This screenshot is identical to the one above, showing the 'Edit Parent' pop-up. However, the 'Save Parent' button at the bottom right is now highlighted with a red rectangle, indicating the next step in the process.

6. Let the parent know

- Give the parent their new password securely, for example in person or by phone, not in a group chat.
- Suggest they change it after logging in.

Password rules

- At least 8 characters.
- At least one uppercase and one lowercase letter.
- At least one number and one special character (for example ! or #).
- It can't be a password the parent has used recently.

Tip: Parents can also reset their password themselves using **Forgot your password?** on the login screen. See [How to reset your password](#).