

COBA K12

Internet portal: Lost user code/password

Summary

This document explains how to get back your user code or password.

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WARNING and NOTES

In this document, the masculine gender is used in the neutral sense and designates women as much as men.

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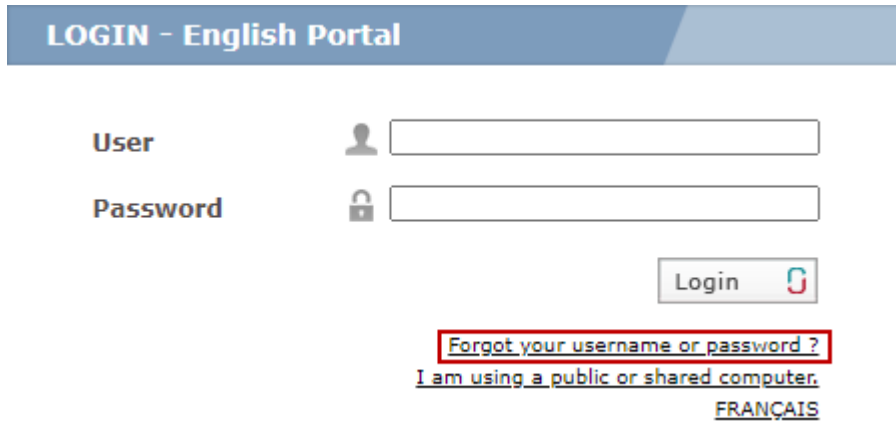
Get your user code.....1

Get your password.....1

Get your user code

To get back your user code, you need the email address found in your file. If you do not have it, contact your school's portal administrator.

1. Go to your school's Internet portal connection page.



2. Click on the link [Forgot your user code or password?](#)
3. Click on the **Forgot your user code?** tab.
4. Enter your email address than click on the **Submit** button. You will receive an email with your user code.

Get your password

1. Go to your school's Internet portal connection page.
2. Click on the link [Forgot your user code or password?](#)
3. Enter your user code than click on the **Submit** button.
4. Follow the instructions you received in your email to reset your password.