

Introduction



To assist with individual password management, *Information Technology Services (ITS)* utilizes *P-Synch*, a Web-based program. *P-Synch* is available to parents after their [Parent Account Registration](#) has been completed. Parents will be able to reset their password 24/7 by accessing the Web site at: <https://studentsreset.dadeschools.net>.

VERY IMPORTANT

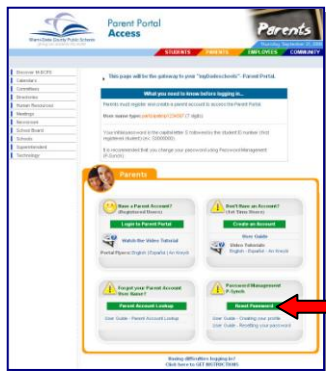
Only use Back and Main buttons within the application. Use of Internet browser buttons will result in error.

Warning: Page has Expired
The page you requested was created using information you submitted in a form. This page is no longer available. As a security precaution, Internet Explorer does not automatically re-submit your information for you.
To resubmit your information and view this Web page, click the Refresh button.

Go back to Web site and begin again.

Resetting Your Password

Once the *P-Synch* profile has been created, parents can reset their own password. From the **Parent Portal Access** screen at: <http://myportal.dadeschools.net/parent/>,



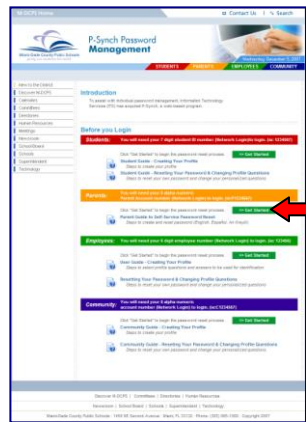
Under **Password Management/P-Synch**,

- ▼ **Select Reset Password**



Add this site to your Internet Favorites for future reference.

The **P-Synch Password Reset Introduction** screen will be displayed.



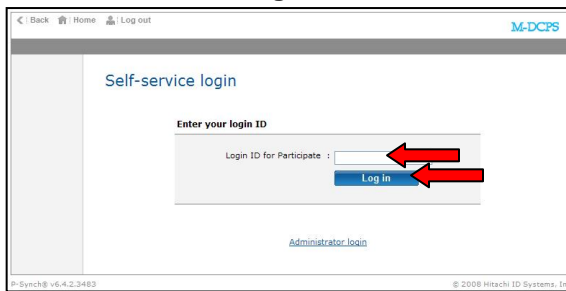
Before you begin, you will need your 8 digit alpha-numeric registration number to login. (ie: P1234567)

In the **Parents** section of **Before you Login**,

- ▼ **Select Get Started**

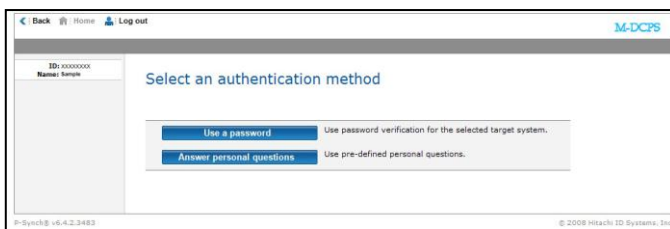
The **Self-service login** screen will be displayed.

On the **Self-service login** screen,



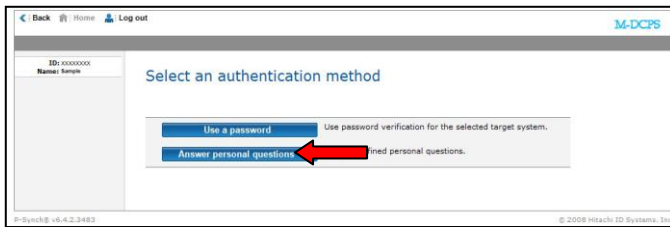
- ▼ **Type** Your 8 digit alpha-numeric registration number (ie: P1234567; case-sensitive – use upper case letters)
- ▼ **Click** **Log in**

The **Select an authentication method** screen will be displayed.

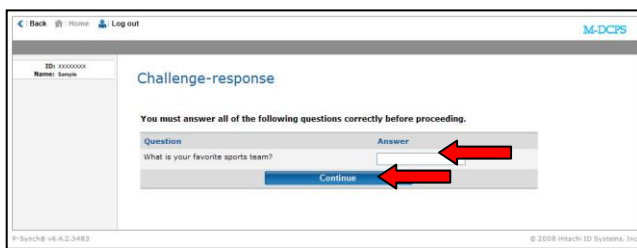


The parent's identity must be verified before creating a new password by either using a current password or answering pre-created profile challenge questions.

If verification is processed by answering personal questions,
On the **Select an authentication method** screen,



- ▼ **Click Answer personal questions**
The **Challenge-response** screen will be displayed.

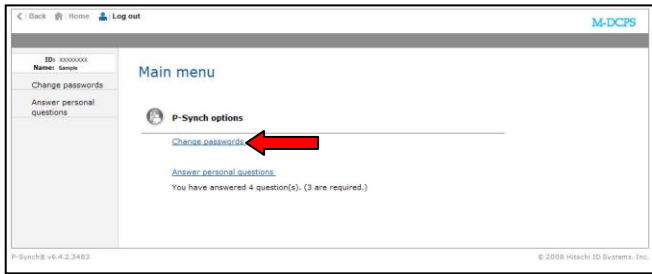


- ▼ **Type** the answer to the question displayed
- ▼ **Click** **Continue**

The **Main menu** screen will be displayed with the most recent password activity.

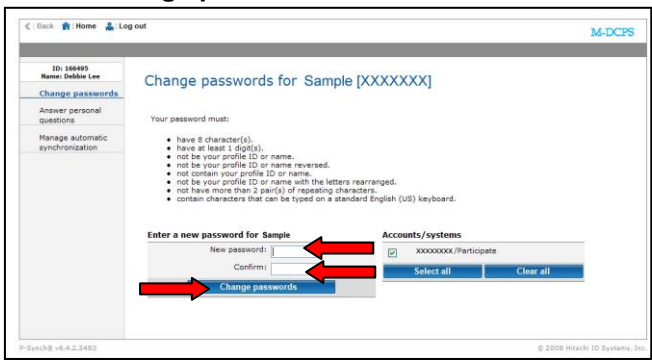
Note: After three unsuccessful attempts to correctly answer the profile questions, the parent will be locked out of the system. For assistance, contact your child's school.

The **Main menu** screen indicates the most recent password activity. It allows parents to choose a new password or to answer or change profile questions.



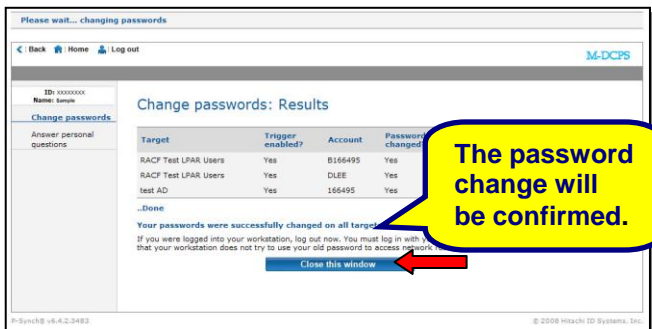
▼ **Click Change passwords**

On the **Change passwords** screen,



- ▼ **Type** the new password (See the **Password Requirements** on the screen or the next section of this document.)
- ▼ **Type** the new password again in the **Confirm** field
- ▼ **Click** **Change passwords**

The **Change Password: Results** screen will be displayed. Verify the confirmation message.



▼ **Click Close this window** to exit.

If the parent was logged in, log out now. Parents must log in with the new password to ensure that the computer does not try to access anything on the network using the old password.

Password Requirements

Parents must follow these guidelines when creating a password. Your password must:

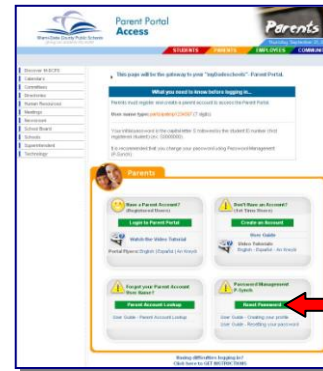
- have 8 character(s).
- have at least 1 digit.
- not be your profile (user) ID or name.
- not be your profile (user) ID or name reversed.
- not contain your profile (user) ID or name.
- not be your profile (user) ID or name with the letters rearranged.
- not have more than 2 pair(s) of repeating characters.
- contain characters that can be typed on a standard English (US) keyboard.

Changing Your Profile Questions

Parents have the option of changing their profile questions and answers.

From the **Parent Portal Access** screen at:

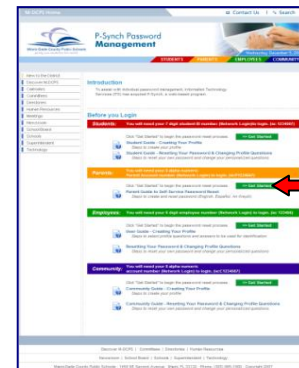
<http://myportal.dadeschools.net/parent/>,



Under **Password Management/P-Synch**,

▼ **Select Reset Password**

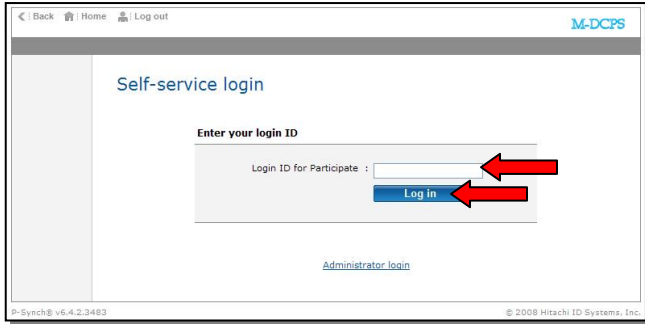
The **P-Synch Password Management Introduction** screen will be displayed.



▼ **Select Get Started**

The **Self-service login** screen will be displayed.

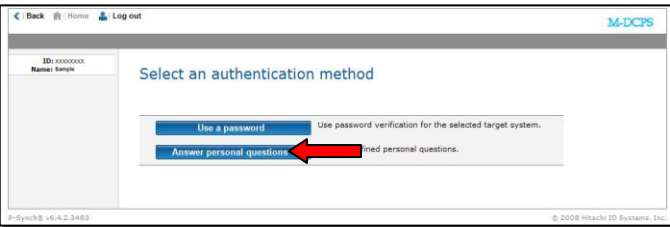
On the **Self-service login** screen,



▼ **Type** *your 8 digit alpha-numeric registration number* (case-sensitive – use upper case letters)

▼ **Click** **Log in**

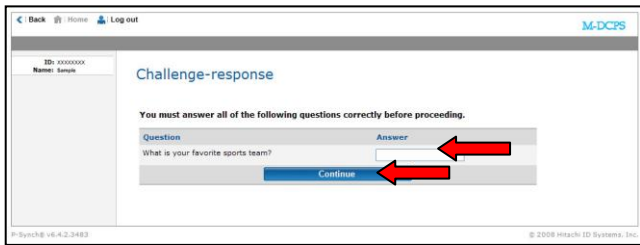
On the **Select an authentication method** screen,



▼ **Click** **Answer personal questions** (or **Use a password**)

The **Challenge-response** screen will be displayed.

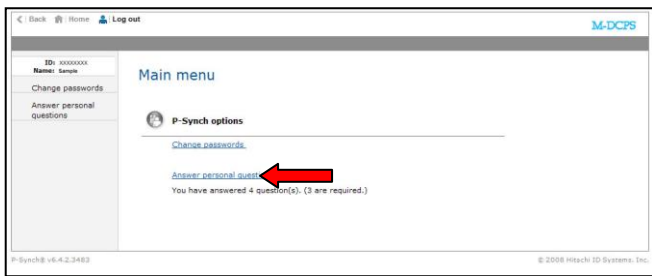
On the **Challenge-response** screen,



▼ **Type** the answer to the question displayed

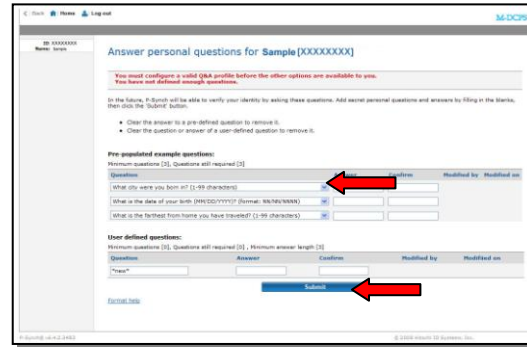
▼ **Click** **Continue**

The **Main menu** screen will be displayed.



▼ **Click** **Answer Personal Questions**

The **Answer personal questions** screen will be displayed.



On the **Answer personal questions** screen using the space bar,

▼ **Clear** the answer to a pre-defined question to remove it.

▼ **Clear** the text or answer of a free-form question to remove it.

From the drop-down menu of each field,

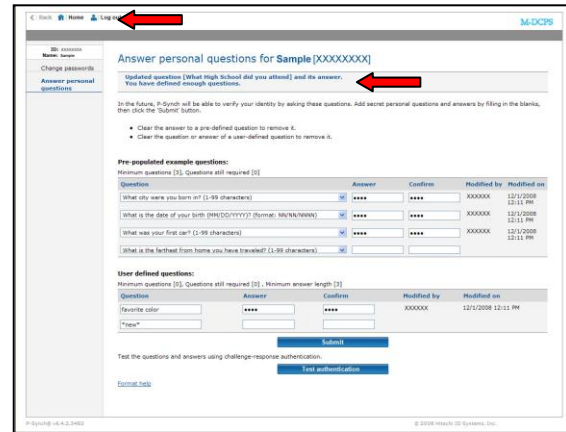
▼ **Select** a question

▼ **Type** the answer in the **Answer** field

After the three (3) required questions have been answered,

▼ **Click** **Submit**

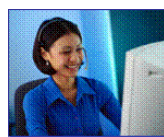
The confirmation message will be displayed showing the changes that were made.



▼ **Click** **Home** to return to the **Main menu** screen

▼ **Click** **Log out** to exit

Whom to Call for Assistance



For additional assistance with **Self-Service Password Reset**, contact your child's school.