

Starting from the **Parent Portal** login screen:

https://tyler.retsd.mb.ca/TSI Live 360

1. Click the **Forgot your password** link at the bottom of the screen. A new dialogue box will appear.

Creating student success
User Name:
Password:
Forgot your password?

2. Enter the **User Name** for the contact.

The syntax for contacts is:

<First initial>.<Full last name><possible auto increment number> Sample: d.schroeder2

3. Click the **Continue** button.

Reset Your Password								
User Name								
d.schroeder2								
A link to reset your password will be sent to the email address associated with this user name.								
Forgot your user name?								
3 Q Continue Cancel								

4. Tyler will automatically send the contact an email with a link.Open the contact's email system, locate the automated email message and click on the link

within the message.

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- 5. The link will open a Web page that allows the contact to enter a new password for their account.
- 6. Click the **Save** button to confirm the change.

New Password	5		
Re-enter Password			
	6	Save	Cancel

7. Once they receive confirmation of the password change, click the **Ok** button to return to the login screen.

