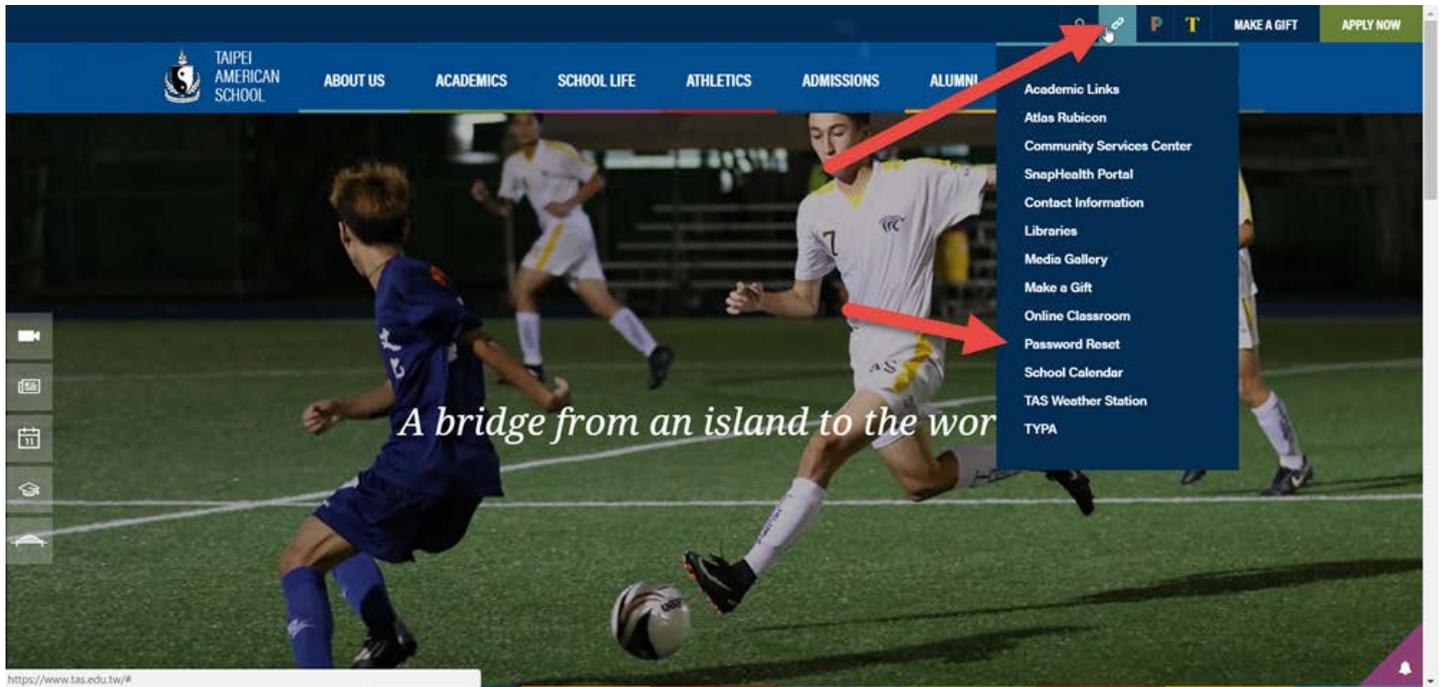


# Parent Password Forgotten or Account Locked

## Which Account?

There are two different accounts Tigernet and PowerSchool. Each stores its password in a different place. Check the list to see which one you need to fix. Remember if you change the password in one place you should probably change it in the other

From the home page use the Quicklink icon to go to the Password Reset page



Tigernet password	PowerSchool password
<p><b>Tigernet</b> - parent communications, PTA information, school calendars, lunch menus, etc. <b>Canvas</b> - learning management and assignment system, parent access grades 6-8 <b>Schooldude</b> - facility scheduling review <b>Destiny Library Manager</b> - Library check out and circulation <b>TAS-Tigernet</b> - on campus wireless access for mobile devices</p>	<p><b>PowerSchool</b> - student information system. See report cards, update personal information, sign up for courses, etc. <b>Campus</b> point of sale system - meal card payments, Tigershop payments.</p>

# Tigernet Password Recover and Unlock

Unlock account [Video version of how to unlock account.](#)

1. Click [here pw.tas.edu.tw](http://pw.tas.edu.tw)
2. Click Unlock Account
3. Email Enter User Name & click Continue
4. Choose Security Question or Email
5. Email version
  1. Select known email
  2. Receive email link and follow it
6. Security Question version
  1. Answer question
  2. Answer correctly to unlock account

# PowerSchool Password Recover and Unlock

Unlock account, recover username, reset password. [Video version of how to unlock, recover, etc.](#)

1. Go to PowerSchool login screen [powerschool.tas.edu.tw](http://powerschool.tas.edu.tw)
2. Click Forgot Username or Password?
3. If you have forgotten your username
  1. Click Forgot Username tab
  2. Enter Email Address entered in Account Preferences
  3. Click Enter
  4. Check Email
  5. Use username to login as usual
4. Forgot password or locked account
  1. Click Forgot Password tab
  2. Enter Username
  3. Enter Email Address entered in Account Preferences
  4. Click Enter
  5. Check email
  6. Use link in email to reset password (may not be the same as old password)