

KinderConnect – Provider Administrator Resets Operator Password

An **Operator** that forgets his/her **Password** can click on **Forgot password?** to reset, or needs to contact the Provider Administrator to have it **Reset**. To **Reset** a **Password**:

A Locate the **Operator** by clicking **Search** under Operator. For additional details, refer to the **Operator Search** QRC.

B Click **Account** in the search results.

Search Results 1 Result Found

Name	County	Type	Status	Phone	Providers	Account
Test, Operator	Golden Crescent	Provider Administrator	Active		ABC Child Development Center (211535)	Account

C Click on the **Reset Password** checkbox.

Operator Account

Change Password Save Cancel

Operator Name	Test, Operator
User Name: *	testOperator3
Password: *	
Secret Question: *	What is the first name of your spouse? ▾
Secret Answer: *	Dad
PIN:	
Reset Password:	☐
Force PIN Change:	☐
Locked:	☐
Registered:	☒

D Press **Change Password**.

Change Password Save Cancel

E If you are resetting an Operator's password, type a default password in the Password field. The Operator will be forced to reset the Password during the next KinderConnect login attempt.

Enter the default password in the **New password** and **Confirm new password** fields, then press **Save**.

Change Password	
New password: *	
Confirm new password: *	
Cancel Save	

F Press **Save**.

Change Password Save Cancel

The **Operator** can now attempt to login again.

Note: All passwords will automatically expire every 90 days and will require to be reset.