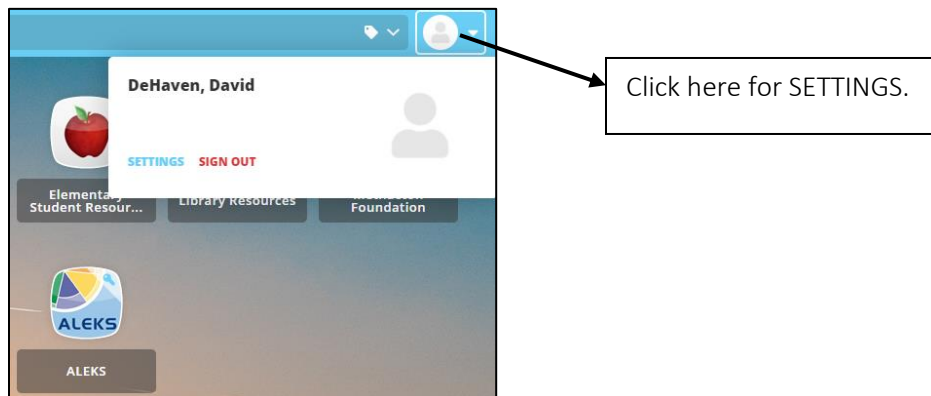


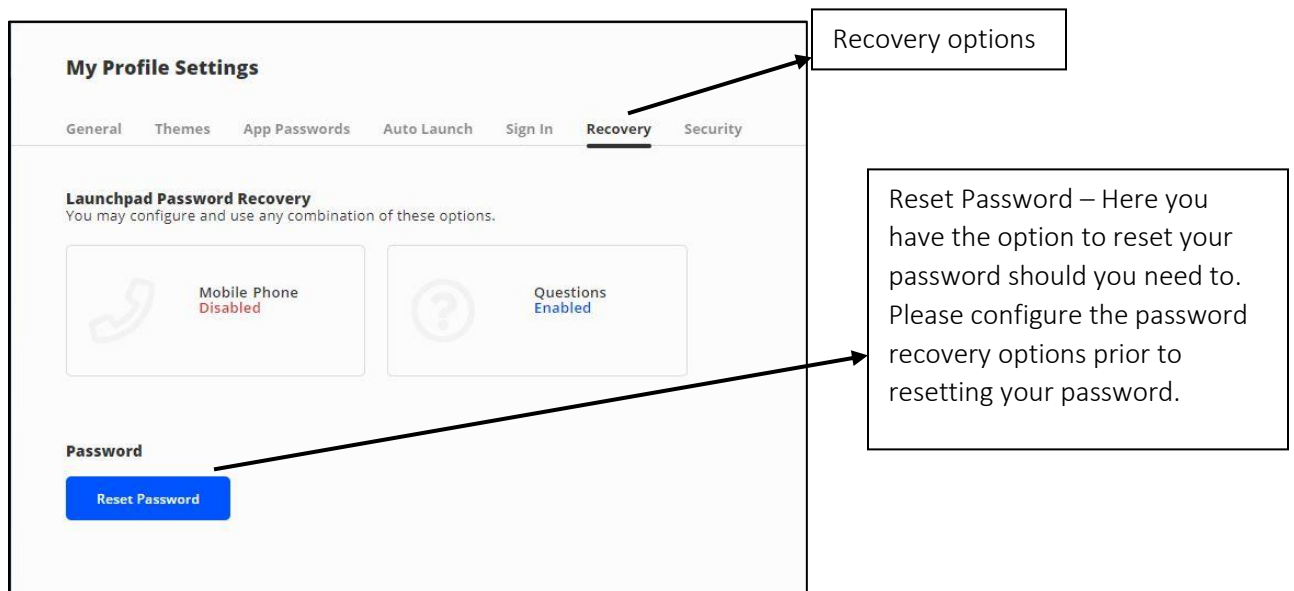
Password Reset/Recovery Procedure

The Methacton LaunchPad has account recovery options that allows a Methacton student to gain access to their account if they forget their password. Use the following steps to access and configure this setting.

1. After signing into the Methacton LaunchPad site, select the profile icon in the top right corner.



2. Select SETTINGS from the profile popup.
3. Select Recovery from the My Profile Setting menu options.



4. After clicking on the "Questions/Enabled" box, you will complete the steps to configure LaunchPad Password Recovery using three security questions as seen below.

If you forget your password, we will use these questions to verify your identity.

Question One
 Custom ▼ yes or no

Question Two
 What is the middle name of your oldest child? ▼

Question Three
 What is the name of your favorite childhood friend? ▼

Choose your three questions here.

Enter the answer to the question in the box provided.

- Choose a question from the provided drop down list or choose the Custom option to make your own. After choosing a question provide the answer in the box to the right. When Account Recovery has been completed, if needed you will be able to use the "Help, I forgot my password" link on the Methacton LaunchPad login screen to gain access to your account as seen below.

Methacton LaunchPad

Username


Password

Sign In

[Help, I forgot my password](#)

Click here to start the account recovery process.

- Next you will be prompted to enter your username to begin. After entering your username you will need to answer one of the questions that had been chosen in the previous step. An example screenshot is below.



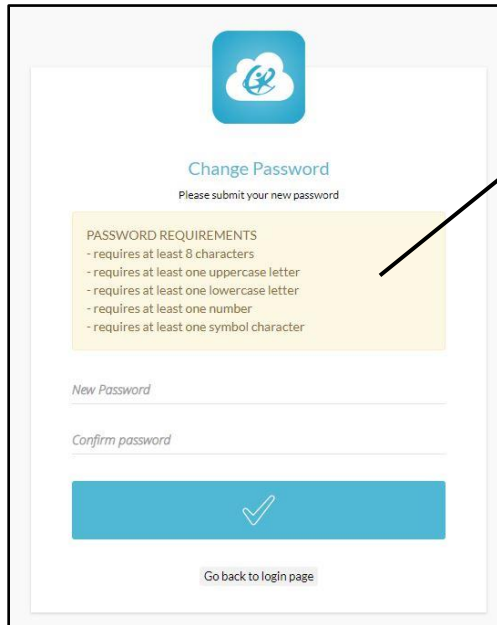
Answer question & reset password

Please answer the following questions to reset your password.

1. What is the name of your favorite childhood friend?
 Write Answer here

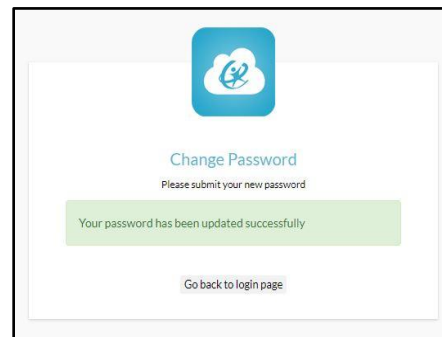
[Go back to reset password](#)

7. After correctly answering the question you will be taken to a screen that will allow you to choose a new password. Please pay close attention to the password requirements listed before proceeding. Upon successful completion you will receive a notification that your password has been updated successfully.



The screenshot shows a web form titled "Change Password" with a sub-header "Please submit your new password". A yellow box highlights the "PASSWORD REQUIREMENTS" section, which lists: "requires at least 8 characters", "requires at least one uppercase letter", "requires at least one lowercase letter", "requires at least one number", and "requires at least one symbol character". Below this are input fields for "New Password" and "Confirm password", a blue submit button with a checkmark, and a "Go back to login page" link.

Password requirements are listed here.



The screenshot shows the same "Change Password" form, but with a green success message: "Your password has been updated successfully". A "Go back to login page" link is visible at the bottom.