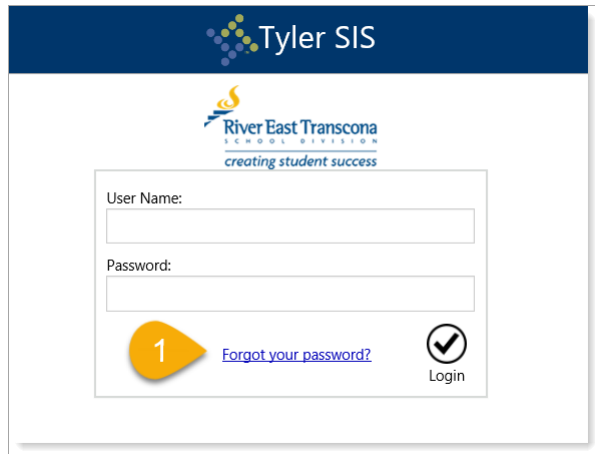# ① Portal Self-Service Account Features

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

https://tyler.retsd.mb.ca/TSI_Live_360

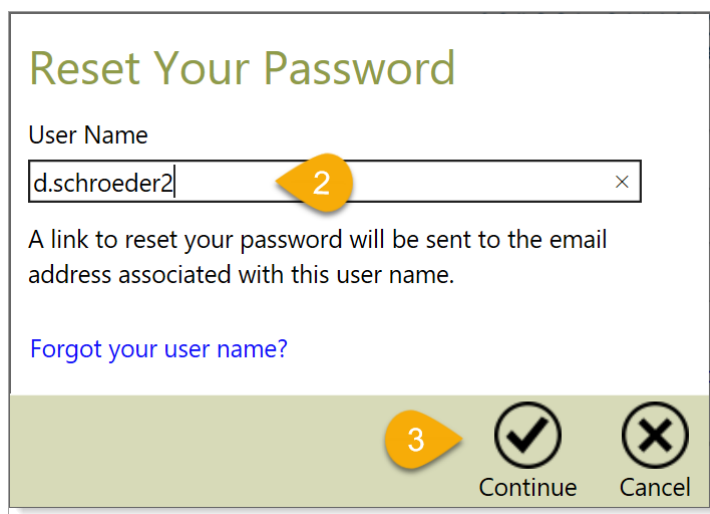1. Click the **Forgot your password** link at the bottom of the screen. A new dialogue box will appear.

2. Enter the **User Name** for the contact.
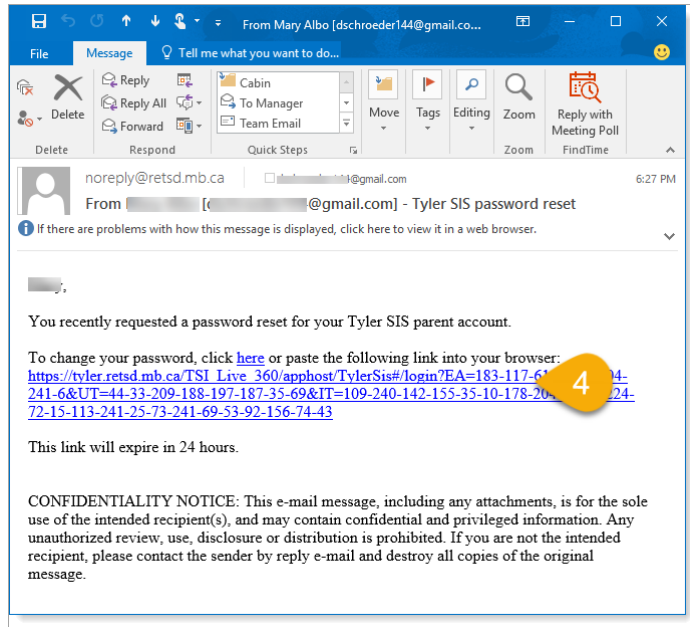
The syntax for contacts is:

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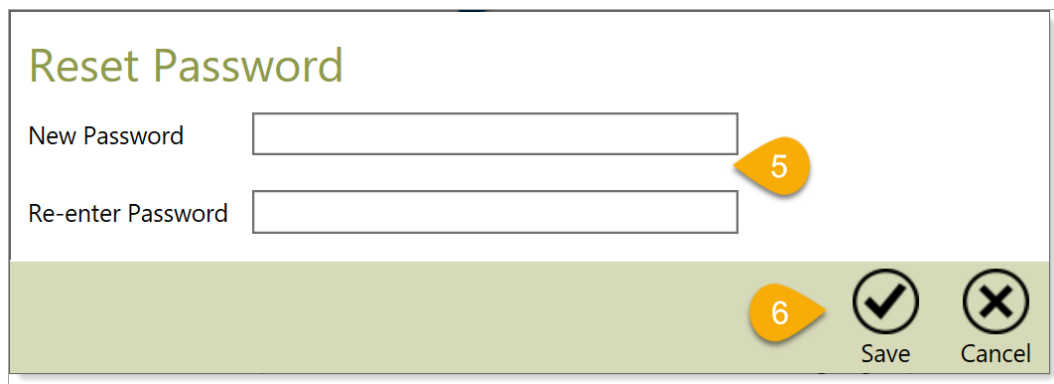Sample: **d.schroeder2**

3. Click the **Continue** button.

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.

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.

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