

Forgot Username: How to recover your username and password

STUDENTS: Since student passwords are connected to the entire Kirkwood account, a student would need to reset the password at www.kirkwood.edu/password/reset, call the Student Help Desk at **319-398-7624**, or visit the Student Help Desk at Allsop Computer Lab, 131 Nielsen Hall on the Main Campus.

PARENTS: Parents who have forgotten their username or password may use the Forgot Username and Forgot Password links on the Secure Login screen.

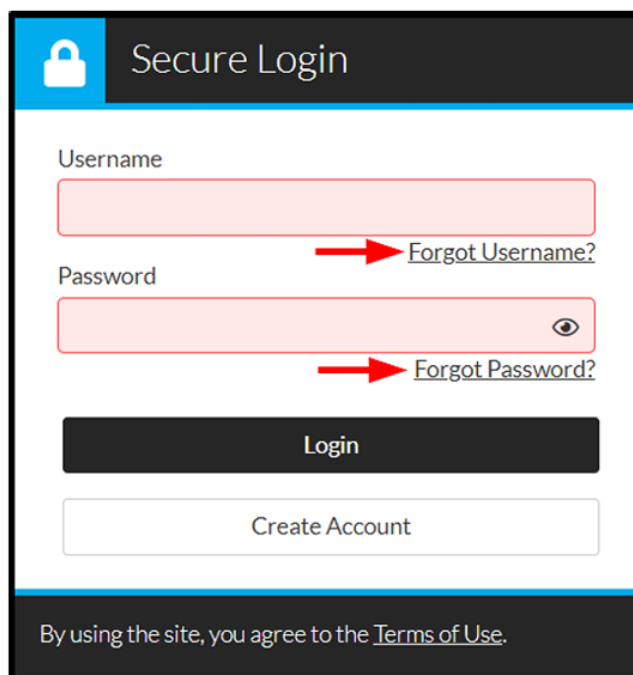
VERIFY YOUR EMAIL

The parent's email is automatically verified when they create an account using the link in the "Create an Account" email sent when the e-signature was initially requested.

If a verified email address is changed, the user must re-verify the email address.

Secure Login Screen

If a parent has forgotten the username or password, use the "Forgot Username" or "Forgot Password" link(s) on the Secure Login screen.



Secure Login

Username

Forgot Username?

Password

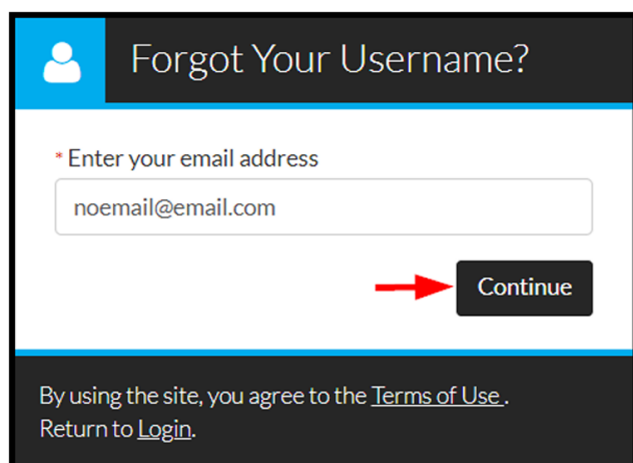
Forgot Password?

Login

Create Account

By using the site, you agree to the [Terms of Use](#).

The parent is required to enter the verified email address associated with the account.



Forgot Your Username?

* Enter your email address

noemail@email.com

Continue

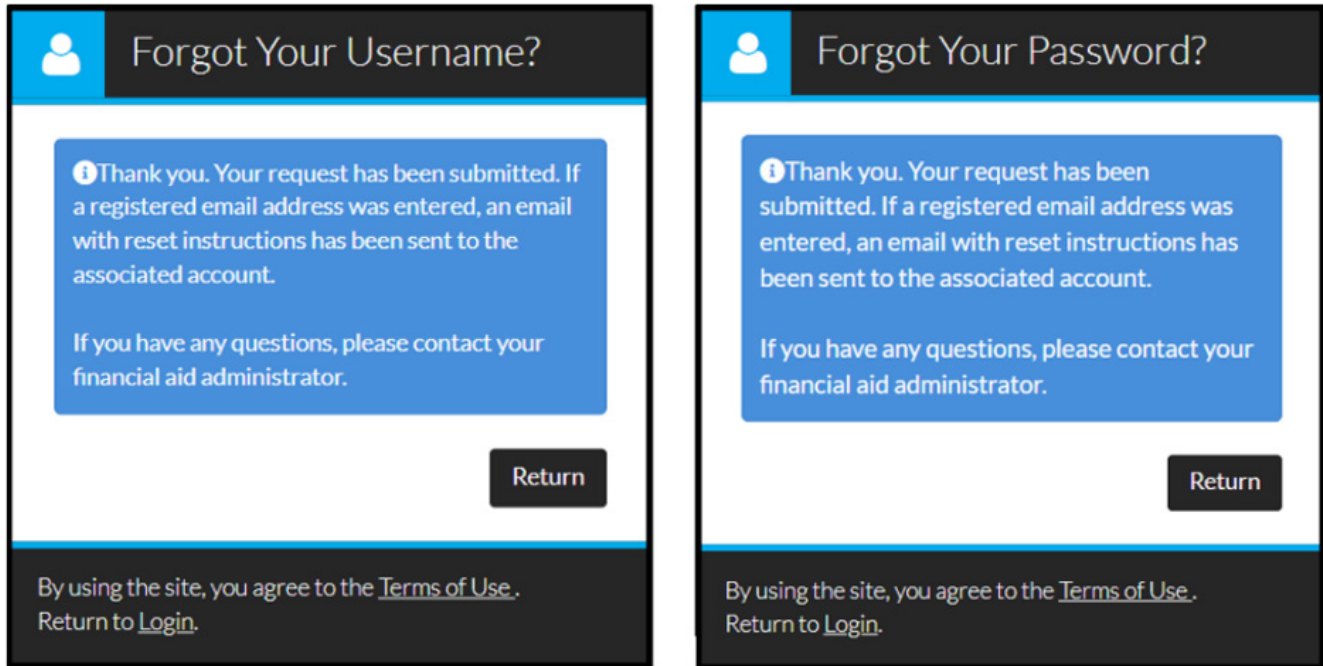
By using the site, you agree to the [Terms of Use](#).
Return to [Login](#).

Once the email address has been entered, a message will appear to let the user know that the request to retrieve the username/password has been submitted.

The parent should receive an email with the following information:

Forgot Username: the email received contains the username used during account creation.

Forgot Password: the email contains a link to reset your password. After clicking the link, you will be able to create a new password.



If the email is not received:

Check your junk or spam folders for the email.

If you find it there, move the email to your inbox before clicking the link in the email or copy and paste the link into your browser. The link may not work if clicked in a junk or spam folder.

The same email address may have been used for multiple users.

Prior to July 2, 2020, if a parent user has more than one child attending the same university, they were required to create separate accounts for each student. These parent accounts may have been created with the same email address.

Updating Email Address/Resending Verify Email Link/Resetting Password:

The parent must verify their email to receive the “forgot username” or “forgot password” email.

Additionally, the Financial Aid Office at Kirkwood Community College can be contacted to send the reset password email to the parent.

If the account becomes locked for too many failed login attempts, the Financial Aid Office of Kirkwood Community College must be contacted to unlock the parent account.

The contact information is below:

Kirkwood Community College

Financial Aid Office

3rd Floor Iowa Hall

6301 Kirkwood Blvd. SW

319-398-7600