Updated Password Requirements

Changing your password may be inconvenient, but it is essential for protecting the privacy of your account. Strong passwords help protect accounts and personal information. Procare regularly updates our platform to support strong security practices.

Here are the password requirements for Procare Online:

- Minimum of 12 characters
- Must include at least one of the following:
- Number
- Special character
- Uppercase letter
- Lowercase letter

Resetting Your Password

Please follow the steps below to reset your password if your current password is unknown or if you are required to reset a password:

1. Log out of Procare Online (click on your profile circle on the top right > Log Out).
2. Click '**Forgot Password? RESET**' on the login screen

   https://schools.procareconnect.com/login

3. Enter the email that is associated with your account, then click **Continue**.
4. You should receive an email with further instructions for resetting your password.
5. **If a password reset was initiated on your behalf, select Change Password from the password reset email.**

   You recently initiated a password reset for your Procare account. Please click on the link below to reset your password.

   Change Password

6. Once your password has been reset, please log in with your **new password on the web** *and* **mobile.**

Password Reset Troubleshooting

When encountering issues related to password resets:

- Verify Your Email Address: Ensure the email address you enter in the password reset form is correct and belongs to the registered account. Check for any typing errors.

- Check Spam or Junk Folders: Sometimes password reset emails are filtered into spam/junk folders. If found there, mark it as 'Not Spam' for future ease.

- Meet Password Requirements: Ensure your new password meets the password requirements listed above.

- Clear Browser Cache and Cookies: Removing cache and cookies can resolve conflicting session data that may impede the process.

- Update any Password Management Tools: Update stored passwords to reflect the new credentials.

- Log Out of Active Sessions: Before attempting a reset, log out of all active sessions or tabs of Procare Online.

How to Clear Cache

Refer to this guide to clear cached files. Saved passwords will remain unless you choose to remove them. Please restart your browser after clearing the cache. These are general guidelines. Please consult your browser's documentation for specific instructions.

Mobile

Safari (iPhone / iPad)
Open Settings →Tap Safari → Tap Clear History and Website Data

Chrome (Android)
Tap ⋮ → Select History → Clear browsing data → Check Cached images and files → Tap Clear

Desktop

Menu: ⋮ → Settings → Privacy & security → Clear browsing data