

Passwords & Locked Accounts

Croydon College Parent Portal

You will be required to create a password when you request a Parent Portal account.

Passwords should contain 8 or more characters and be a combination of upper and lower case letters and numbers.

Forgetting and changing passwords

If you forget your password click the [Forgot your password?](#) link on the Parent Portal login screen to receive an email with a link to reset your password.

If you simply wish to change your password you can use the same process.



PLEASE NOTE: If you enter an incorrect password you will be given 3 attempts to enter the correct password before your account locks. Use the [Forgot your password?](#) link on the login screen **before** the final attempt to avoid being locked out of your account.

Locked Accounts

If you do lock yourself out of your account please email ParentPortalLocked@croydon.ac.uk with your name, contact number and your child's Student ID. You will receive an email informing you when your account has been unlocked.

If you locked your account because you forgot your password you should follow the [Forgot your password?](#) procedure as above **before** you attempt to log in.

Please allow up to 4 -5 working days for accounts to be unlocked.

PLEASE NOTE: ParentPortalLocked@croydon.ac.uk can only be contacted for unlocking accounts.

Please keep your password safe and do not disclose it to anyone.

[Parent Portal complete help guide](#)