



# Recover Family password

*Identity card number*

- 1 Access [Family](#)
- 2 Select **“Olvidé mi contraseña” (Forgot my password)**

The British Schools

Usuario:

Contraseña:  [Olvidé mi contraseña](#)

Año Lectivo:

Ingresar

- 3 Input your Identity card number (without any dots or hyphens)

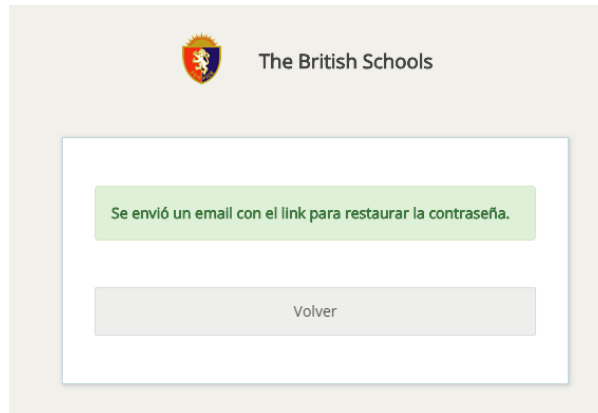
The British Schools

Se enviará un link para restaurar la contraseña a la casilla de correo registrada en el sistema.

Usuario:

Enviar

Volver



- 4 You will receive an email with a link. Click the link to continue
- 5 **If you did not receive the email**, check the SPAM folder
- 6 Input identity card number
- 7 Create a new password
- 8 The password must have:
  - At least 6 characters
  - 1 number
  - 1 capital letter (that cannot be neither the first nor the last)
  - 1 special character such as: #\$\$%&()@

A screenshot of a web page for 'The British Schools' showing a password reset form. At the top left is a crest logo. To its right is the text 'The British Schools'. Below this is a white rectangular box with a blue header 'Resetear la contraseña'. Below the header are three input fields: 'Ingrese su usuario', 'Nueva contraseña', and 'Repita la contraseña'. Below the 'Nueva contraseña' field is a list of requirements: 'La contraseña debe contener:' followed by a bulleted list: '6 caracteres como mínimo', '1 número', '1 letra mayúscula', and '1 signo ej: \*!@#\$\$%&...'. Below the input fields is an orange button labeled 'Resetear contraseña' and a grey button labeled 'Volver'.

- Finally select **“Resetear contraseña”** (Reset password)