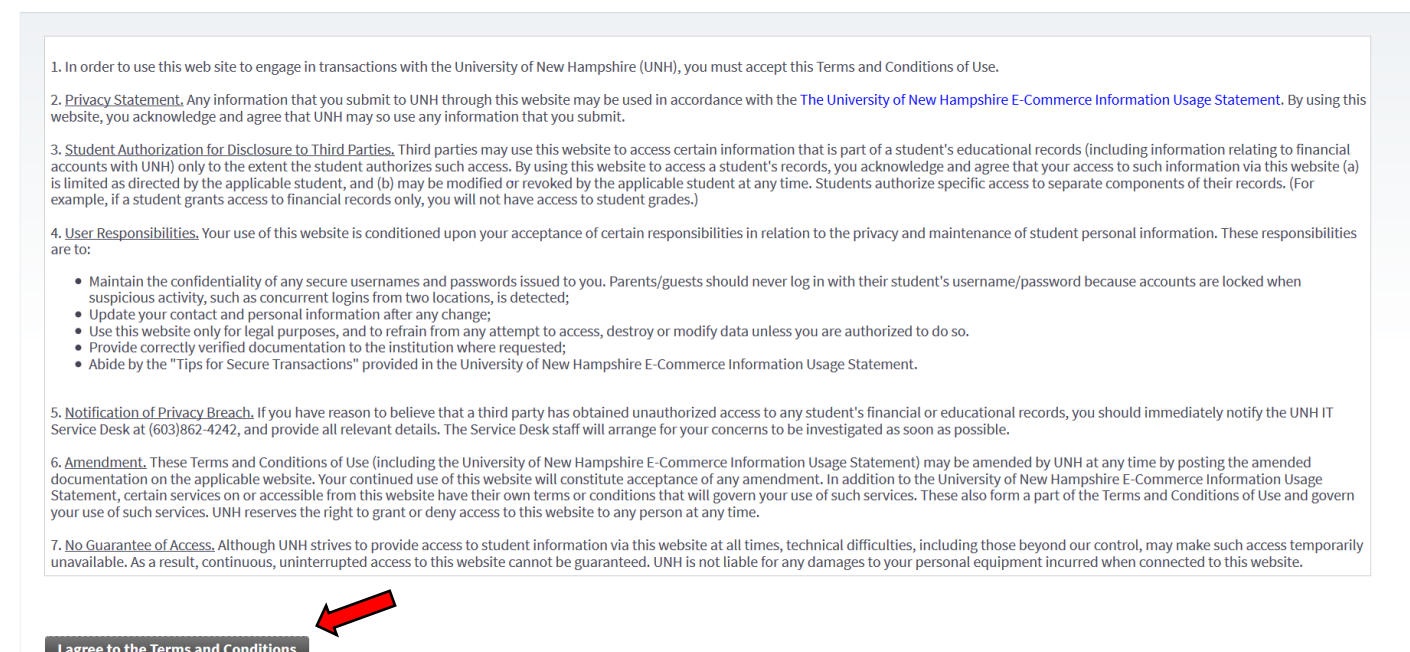**My UNH Parent Portal**

**Your account must be activated before you can log in to the Parent Portal.  Activating your account is a one-time process.**

**ACTIVATING YOUR ACCOUNT:**

- When your student sets up your Parent Portal account, you should receive an email message from noreply@unh.edu with the subject line ***UNH - New Parent Portal Account***. Follow the instructions in the message to activate your account using the link and temporary password.
- The link provided in this message is valid for 30 days.  If you do not activate your account within the 30 day period, your student can re-send the message from their Webcat account with an updated link.
  - *You may also reset your password at www.unh.edu/parentportalreset without any student action. This will generate a new email message.*

*Follow these steps to activate your account:*

1) Open the email message from noreply@unh.edu ***UNH - New Parent Portal Account.***
2) Click the link to open the login page. You can also copy and paste the link into a web browser.
3) Agree to the Terms and Conditions by clicking ***I Agree to the Terms and Conditions*** button.

1. In order to use this web site to engage in transactions with the University of New Hampshire (UNH), you must accept this Terms and Conditions of Use.

2. Privacy Statement. Any information that you submit to UNH through this website may be used in accordance with the The University of New Hampshire E-Commerce Information Usage Statement. By using this website, you acknowledge and agree that UNH may so use any information that you submit.

3. Student Authorization for Disclosure to Third Parties. Third parties may use this website to access certain information that is part of a student's educational records (including information relating to financial accounts with UNH) only to the extent the student authorizes such access. By using this website to access a student's records, you acknowledge and agree that your access to such information via this website (a) is limited as directed by the applicable student, and (b) may be modified or revoked by the applicable student at any time. Students authorize specific access to separate components of their records. (For example, if a student grants access to financial records only, you will not have access to student grades.)

4. User Responsibilities. Your use of this website is conditioned upon your acceptance of certain responsibilities in relation to the privacy and maintenance of student personal information. These responsibilities are to:

- Maintain the confidentiality of any secure usernames and passwords issued to you. Parents/guests should never log in with their student's username/password because accounts are locked when suspicious activity, such as concurrent logins from two locations, is detected;
- Update your contact and personal information after any change;
- Use this website only for legal purposes, and to refrain from any attempt to access, destroy or modify data unless you are authorized to do so.
- Provide correctly verified documentation to the institution where requested;
- Abide by the "Tips for Secure Transactions" provided in the University of New Hampshire E-Commerce Information Usage Statement.

5. Notification of Privacy Breach. If you have reason to believe that a third party has obtained unauthorized access to any student's financial or educational records, you should immediately notify the UNH IT Service Desk at (603)862-4242, and provide all relevant details. The Service Desk staff will arrange for your concerns to be investigated as soon as possible.

6. Amendment. These Terms and Conditions of Use (including the University of New Hampshire E-Commerce Information Usage Statement) may be amended by UNH at any time by posting the amended documentation on the applicable website. Your continued use of this website will constitute acceptance of any amendment. In addition to the University of New Hampshire E-Commerce Information Usage Statement, certain services on or accessible from this website have their own terms or conditions that will govern your use of such services. These also form a part of the Terms and Conditions of Use and govern your use of such services. UNH reserves the right to grant or deny access to this website to any person at any time.

7. No Guarantee of Access. Although UNH strives to provide access to student information via this website at all times, technical difficulties, including those beyond our control, may make such access temporarily unavailable. As a result, continuous, uninterrupted access to this website cannot be guaranteed. UNH is not liable for any damages to your personal equipment incurred when connected to this website.

**I agree to the Terms and Conditions**

4) Enter the temporary password provided in the email into the temporary password box and click ***Submit***.

**UNIVERSITY of New Hampshire**

🔒 Sign In | ❓ Help

💬 The email you received contained a web link (which you have used to get here) and a temporary password used to verify that you are the intended recipient. Use the temporary password to establish your permanent password.

**\*** - indicates a required field.
Temporary Password**\*** [          ] **Submit**

5) This will bring your to the reset password page. Please follow the instructions on the screen to set a permanent password for your account.
   a. Enter your email address (this is your username)
   b. Re-enter the temporary password provided in the email message
   c. Enter your new permanent password
   d. Validate your new permanent password

*NOTE: Your permanent password will not expire.*

University of New Hampshire

Sign In | Help

Reset Password

Enter your new password twice. Passwords require a combination of uppercase letters, lowercase letters and numbers.

UNH has the following requirements for the password:

- Minimum length = 8 characters
- Maximum length = 16 characters
- Must contain an upper and lower case letter and a number
- Allowable special characters: ! ~ % ^ + * - . _ [ ] '
- Password cannot contain user's first or last name
- Passwords cannot be reused

\* - indicates a required field.

Enter e-mail address\*

Enter current password,
**OR** Temporary Password (from email message)\*

Enter new password\*

Validate password\*

Save

6) Click **Save** to finish the account setup.
   a. If the password does not meet requirements please re-enter using the criteria listed.
   b. When the password is saved you will see the confirmation screen below:

University of New Hampshire

Your new Password has been successfully saved.

It may take a few minutes for this change to propagate through the login system. Wait five minutes or so, and then you can log into Parent Portal.

7) **WAIT 10 MINUTES BEFORE TRYING TO LOGIN INTO YOUR PARENT PORTAL ACCOUNT.**

**At this point your account has been activated. Going forward you will access the UNH Parent Portal via www.unh.edu/parentportal.**

You will see the login screen below. Enter your username (email address) and permanent password to enter the UNH Parent Portal.

Login Screen:



Enter your Username and Password

Username:

Password:

LOGIN | clear

Need Assistance?

*Need more help?*

- UNH IT Service Desk     603-862-4242