



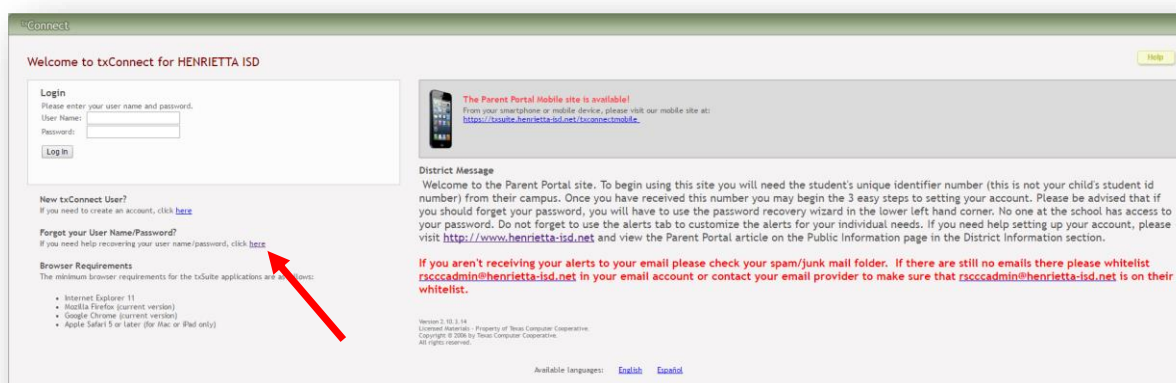
HISD Parent Portal

Forgot your Password and/or User Name

If you have forgotten your either your password or user name, please follow these directions.

<https://txsuite.henrietta-isd.net/txConnect/Login.aspx>

First - Click below under “Forgot your User Name/Password?”



Second – You have two options for Password reset and one option for recovering your User Name.

Option 1 – You will have to remember your User Name you created when creating your original account and the answers to your security questions. Once you have entered all information correctly it will allow you to reset your password.

Option 2 – You can enter the email address that you used when creating the account. Once you have entered the correct email address it will email you instruction on how to reset your password.

Retrieve your User Name

Under Forgot User Name enter the email address that you used when creating the account. Once you have entered the correct email address it will email you your User Name.

Connect

Forgot Password

Reset by user name & hint question

User Name:

Reset by e-mail

E-mail:

Forgot User Name

Enter user e-mail

E-mail:

Click [here](#) to go to Login Page.

Option 1 --Reset password by using your User Name

Option 2 --Reset password by using your email address

Retrieve User Name by using your email address