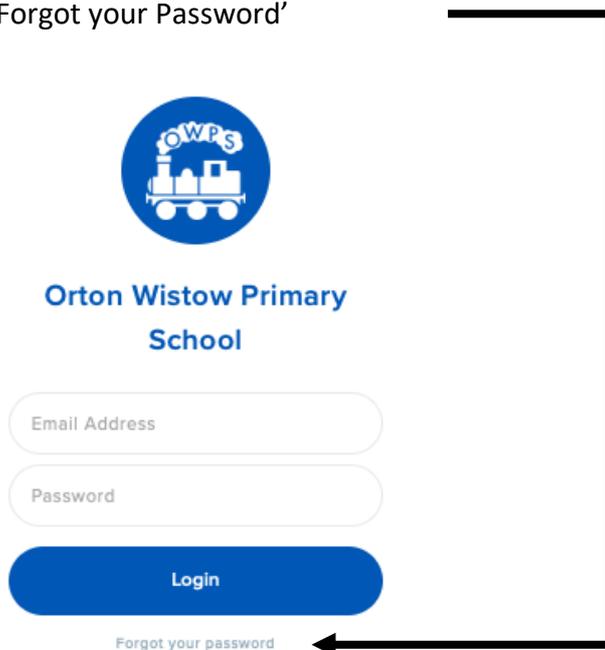


Troubleshooting Accessing the Parent Portal

If you have not been able to get access to your Parent Portal Account OR if you have been in it but cannot access it again, please follow these instructions:

1. Follow link to the Parent Portal <https://www.owps.org.uk/parentportal> or go to the OWPS website homepage and choose Parent Portal in the quick links above the logos at the bottom of the page.
2. In the login window, choose 'Forgot your Password'



Orton Wistow Primary School

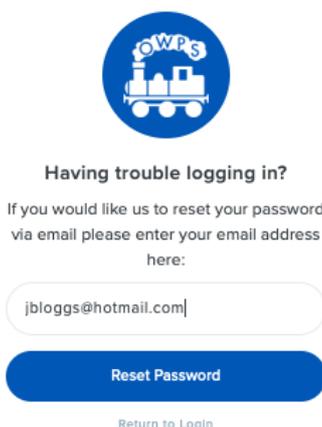
Email Address

Password

Login

[Forgot your password](#)

3. Enter the email address that OWPS uses to contact you on. Do not accept any default email addresses, as this can cause issues, but retype your email address in. **Ensure that it is all in lowercase and doesn't have a capital first letter at the start, or a space at the start.**



Having trouble logging in?

If you would like us to reset your password via email please enter your email address here:

jbloggs@hotmail.com

Reset Password

[Return to Login](#)

4. Go to your emails to locate the reset password email. Double check if the reset email has come to your junk folder.

5. Update your password and ensure you can remember what it is.
6. Return to the Parent Portal Login (steps 1 and 2 above)
7. At the portal login, do not accept any default email addresses or passwords, but retype your email and password in from scratch. Type in your email (**ensure that it is all in lowercase and doesn't have a capital first letter at the start or a space at the start**) and password to gain entry to your Parent Portal.

If you are still having problems, please contact the school office on 01733 370646.