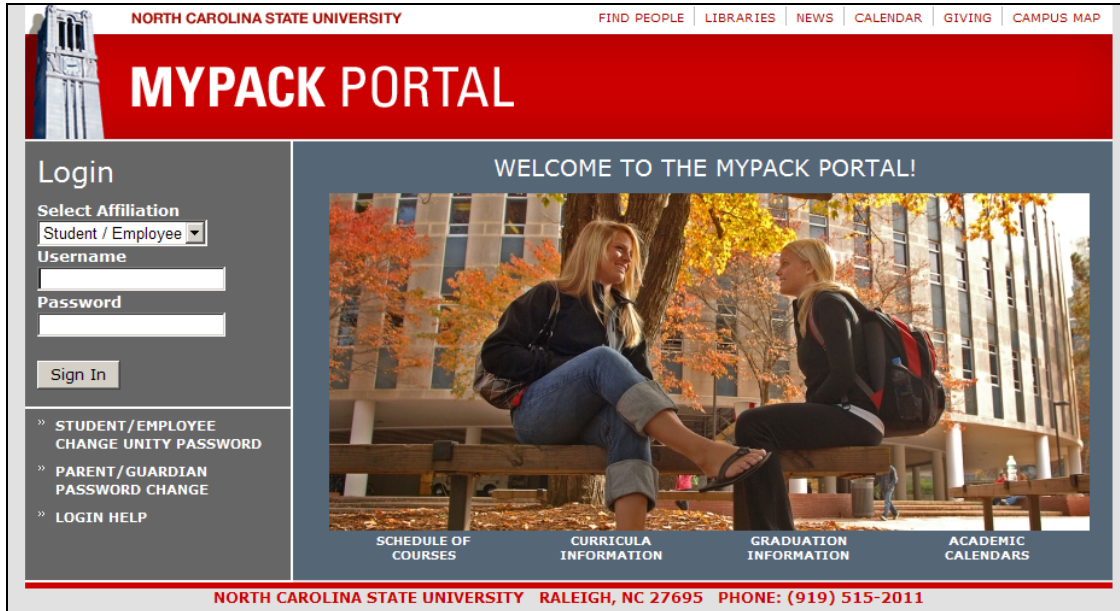


## How to Reset Password for Parent/Guardian

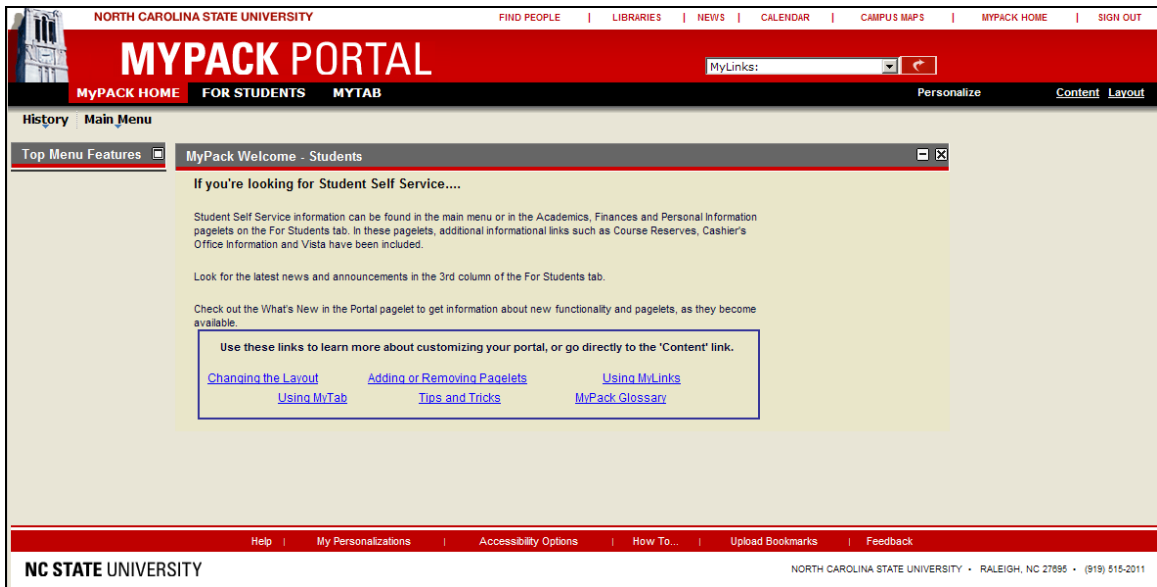
Students should follow these steps to reset the parent or guardian's password.

1. The student must log into the MyPACK portal at <http://mypack.ncsu.edu> with Unity ID and password.

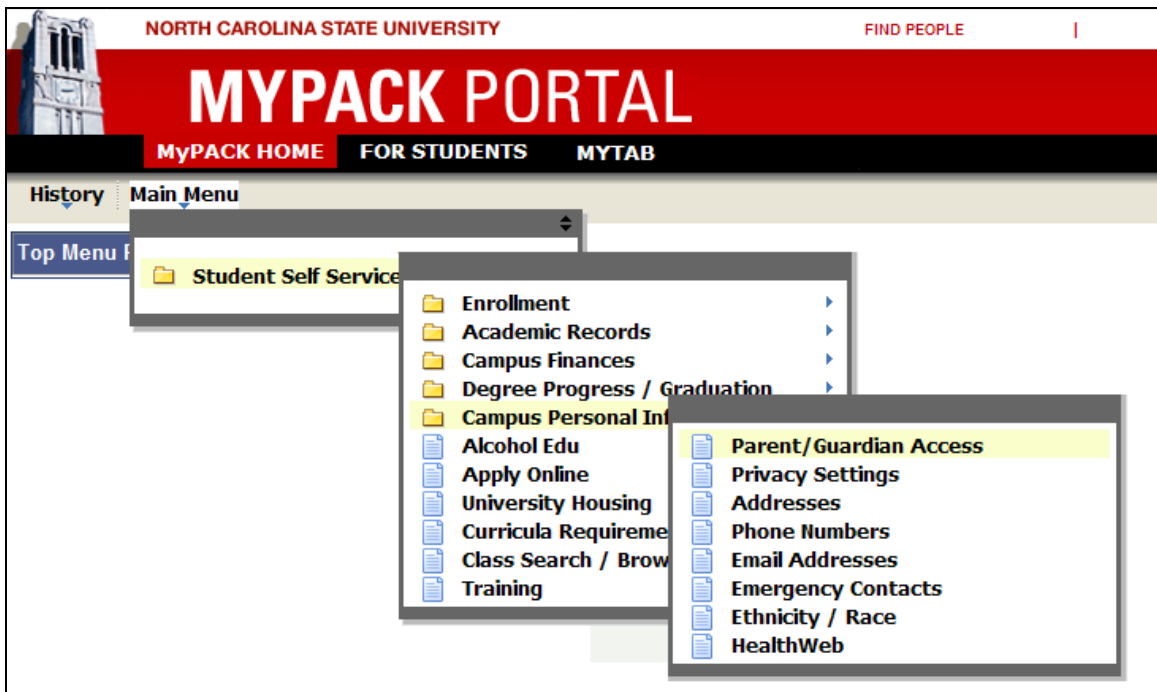


**UNITY ACCOUNT INFORMATION:** If you have problems accessing the MyPACK Portal, or have questions about your Unity ID and password, you may contact the **Help Desk** at 919-515-HELP (4357) or via their website: <http://oit.ncsu.edu/unity-accounts/your-unity-account>.

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- From the "Main Menu", select "Student Self Service", "Campus Personal Information", "Parent/Guardian Access".



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3. Select the "Initiate Password Reset" button. The parent/guardian will receive an email from enrollment@ncsu.edu with instructions.

**NORTH CAROLINA STATE UNIVERSITY** FIND PEOPLE | LIBRARIES | NEWS | CALENDAR | CAMPUS MAPS | MYPACK HOME

## MYPACK PORTAL

MyLinks:

**MyPACK HOME FOR STUDENTS MYTAB**

History > Main Menu > Student Self Service > Campus Personal Information > Parent/Guardian Access

Wolfpack Student

### Parent/Guardian Access

Please enter the following information about your parent/guardian. The email address entered will be used as the login ID, so please double-check the accuracy of the email address entered. The email address will also be used to notify the Parent/Guardian that the account has been created or with any changes to the account. To create a new account, select the Add Parent/Guardian button.

**Parent / Guardian Account Summary**

<p>Account Status: Confirmed</p> <p>*First Name: <input type="text" value="Wolfpack"/></p> <p>Middle Name: <input type="text"/></p> <p>*Last Name: <input type="text" value="Parent"/></p> <p>*Email: <input type="text" value="wolfpackparentemail@gmail.com"/></p> <p>Relationship: <input type="text" value="Father"/></p> <p>Phone Inquiry Access <input type="text"/></p>	<p><b>Access Granted</b></p> <p><input checked="" type="checkbox"/> Student Account / Billing / Payment</p> <p><input type="checkbox"/> Tax Information</p> <p><input type="checkbox"/> Academic Information (Schedule / Grades)</p> <p><input type="checkbox"/> Directory Information (Address / Phone)</p> <p><input type="checkbox"/> Financial Aid (Coming Soon)</p> <p><a href="#">Explain These Options</a></p> <p><input type="button" value="INITIATE PASSWORD RESET"/></p>
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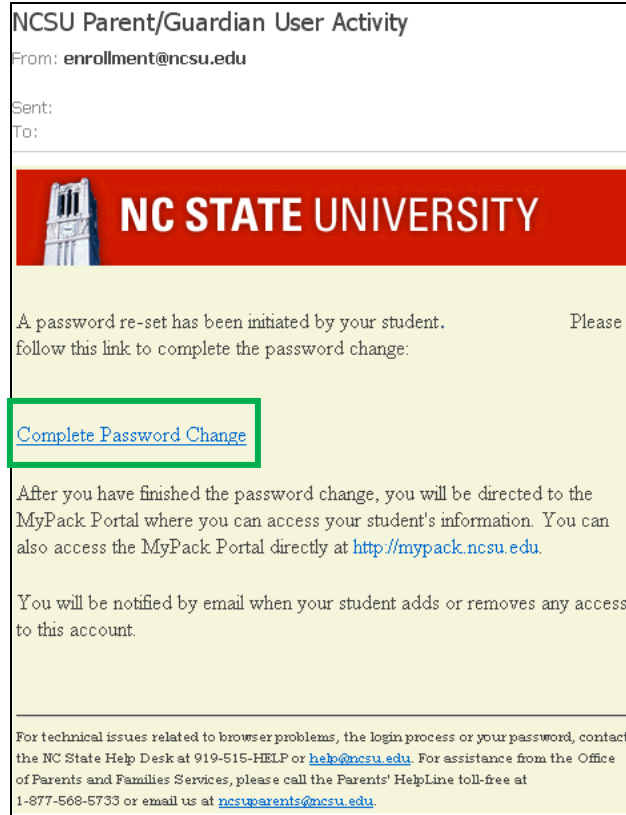
**Parent / Guardian Account Summary**

<p>Account Status: Confirmed</p> <p>*First Name: <input type="text" value="Wolfpack"/></p> <p>Middle Name: <input type="text"/></p> <p>*Last Name: <input type="text" value="Parent2"/></p> <p>*Email: <input type="text" value="wolfpackparent2email@gmail.com"/></p> <p>Relationship: <input type="text" value="Other"/></p> <p>Phone Inquiry Access <input type="text"/></p>	<p><b>Access Granted</b></p> <p><input checked="" type="checkbox"/> Student Account / Billing / Payment</p> <p><input checked="" type="checkbox"/> Tax Information</p> <p><input checked="" type="checkbox"/> Academic Information (Schedule / Grades)</p> <p><input checked="" type="checkbox"/> Directory Information (Address / Phone)</p> <p><input type="checkbox"/> Financial Aid (Coming Soon)</p> <p><a href="#">Explain These Options</a></p> <p><input type="button" value="INITIATE PASSWORD RESET"/></p>
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# CASHIER'S OFFICE & STUDENT ACCOUNTS

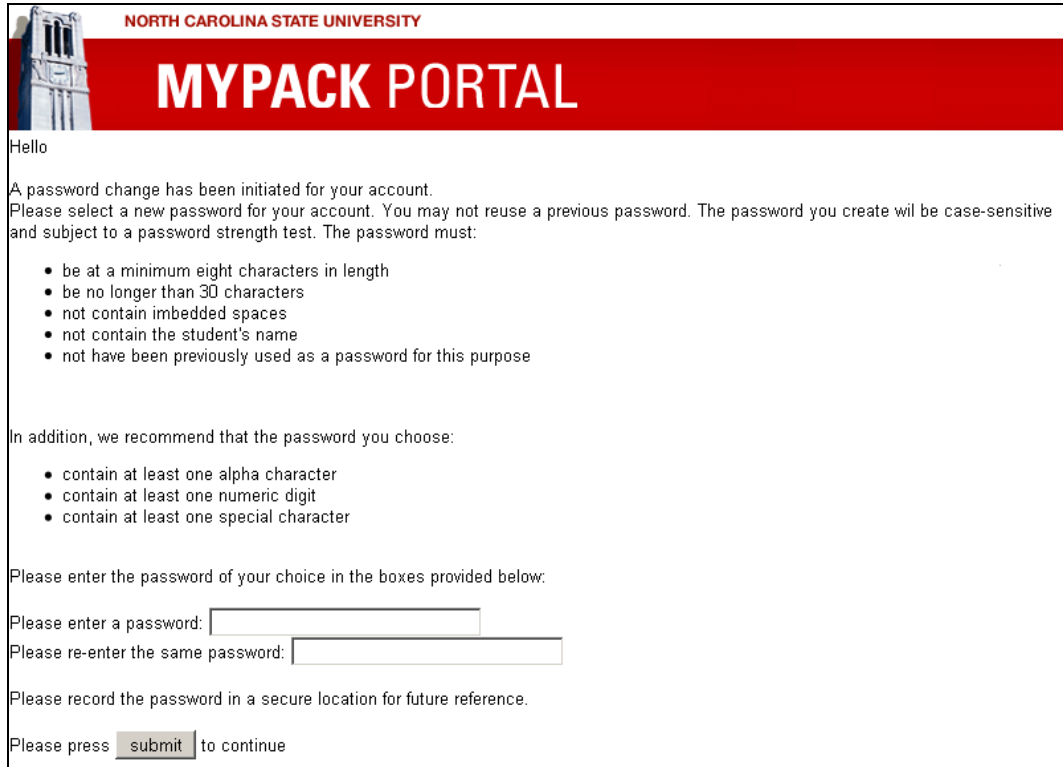
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4. The parent/guardian should select the link in the email to complete the password change.



# CASHIER'S OFFICE & STUDENT ACCOUNTS

5. The parent/guardian should enter a new password and select the "Submit" button.



The screenshot shows the MyPack Portal interface for a password change. At the top, there is a red banner with the North Carolina State University logo and the text "NORTH CAROLINA STATE UNIVERSITY" and "MYPACK PORTAL". Below the banner, the text reads "Hello" followed by "A password change has been initiated for your account. Please select a new password for your account. You may not reuse a previous password. The password you create will be case-sensitive and subject to a password strength test. The password must:"

- be at a minimum eight characters in length
- be no longer than 30 characters
- not contain imbedded spaces
- not contain the student's name
- not have been previously used as a password for this purpose

In addition, we recommend that the password you choose:

- contain at least one alpha character
- contain at least one numeric digit
- contain at least one special character

Please enter the password of your choice in the boxes provided below:

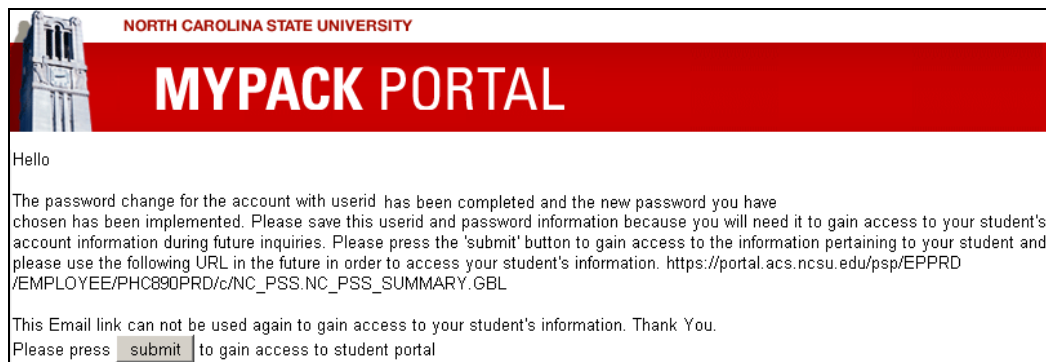
Please enter a password:

Please re-enter the same password:

Please record the password in a secure location for future reference.

Please press  to continue

6. The parent/guardian will receive confirmation that the password change is complete. Select the "Submit" button.



The screenshot shows the MyPack Portal interface for a password change confirmation. At the top, there is a red banner with the North Carolina State University logo and the text "NORTH CAROLINA STATE UNIVERSITY" and "MYPACK PORTAL". Below the banner, the text reads "Hello" followed by "The password change for the account with userid has been completed and the new password you have chosen has been implemented. Please save this userid and password information because you will need it to gain access to your student's account information during future inquiries. Please press the 'submit' button to gain access to the information pertaining to your student and please use the following URL in the future in order to access your student's information. [https://portal.acs.ncsu.edu/pspp/PPRD/EMPLOYEE/PHC890PRD/c/NC\\_PSS.NC\\_PSS\\_SUMMARY.GBL](https://portal.acs.ncsu.edu/pspp/PPRD/EMPLOYEE/PHC890PRD/c/NC_PSS.NC_PSS_SUMMARY.GBL)

This Email link can not be used again to gain access to your student's information. Thank You.

Please press  to gain access to student portal

# CASHIER'S OFFICE & STUDENT ACCOUNTS

7. The parent/guardian will be directed to the Parent/Guardian Self Service site.

The screenshot shows the MyPack Portal interface for North Carolina State University. At the top, there is a navigation bar with the university logo and name, and links for 'FIND PEOPLE', 'LIBRARIES', 'NEWS CALENDAR', 'CAMPUS MAPS', 'MYPACK HOME', and 'SIGN OUT'. Below this is a red banner with 'MYPACK PORTAL' in white text. A breadcrumb trail reads 'History > Main Menu > Parent/Guardian Self Service > My Student's Summary'. A secondary navigation bar contains 'My Student's Information', 'My Information', 'Student Privacy Rights', 'Helpful Links', and 'Manage My Account'. The main content area is titled 'Parent/Guardian Access' and includes a paragraph explaining that the user is the only one who can add additional access. Below this is a 'Parent/Guardian Account Summary' box. Inside this box, there is a 'Student's Information' section with the following details: Name: Wolfpack Student, Student ID: 000000123, and Relationship: Father. To the right of this information is a list of access options with checkboxes: 'Student Account / Billing / Payment' (checked), 'Tax Information', 'Academic Information', 'Directory Information', and 'Financial Aid (Coming Soon)'. At the bottom of the page, there is a footer with technical support information: 'For technical issues related to browser problems, the login process or your password, contact the NC State Help Desk at 919-515-HELP or help@ncsu.edu.'