## Resetting Your Password

Welcome to School Specialty Online! If you have forgotten your password, there are two different ways you can reset your password to something new.

#1 User Self-Reset

- Visit **Schoolspecialty.com**. Select **Sign In/Create Account** in the top right corner.
- Choose **Continue & Login** under **Continue as a School or Business User** ordering with your school organization
- Select **Forgot Password?**

- Type in your username and email address and click **EMAIL PASSWORD**. A confirmation note will appear letting you know your password has been reset and you have been emailed a temporary password
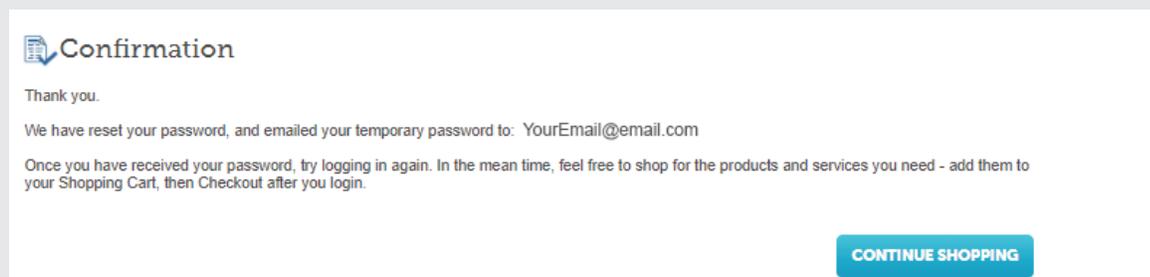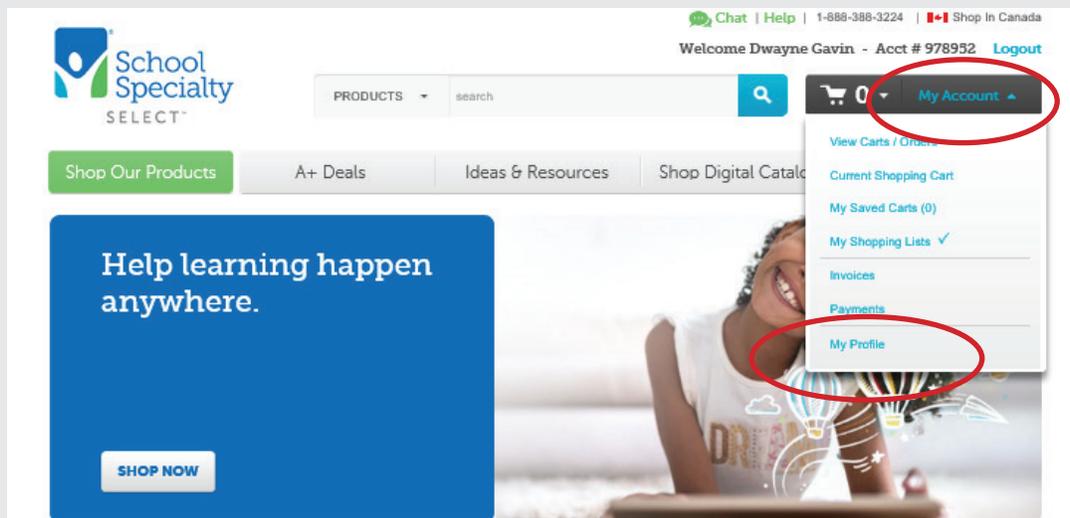
#2 Administrator & Shared Users Reset

Users with Administrator Access will be able to trigger a password reset email for any individual user or shared users.

- Visit SchoolSpecialty.com and log into your account (see instructions under User Self-Reset)
- Select **My Account** and then select **My Profile**

Password Reset

- Click on **Administration** to bring up the User Management page where all account users are located.

- You can find a specific user by viewing the additional rows/page, searching by specific username (be sure "equals" is changed to "contains") or by scrolling through the usernames under Approver Name.

- Once you found the user who needs to reset their password, select the user's name to pull up its user details. Change the password to 'welcome123' and select **Save**.
- This will trigger an email to be sent to the user with links and instructions for them to reset their password.
- Shared User password resets can be found and updated the same way, Shared Users will be indicated with an "S" after the name. To reset a shared user password, click the user's name to see the details. Change the password to 'welcome123' and select **Save** to send a password reset email to the email address indicated on the user's profile. If the email indicated is not the correct user to reset the password, update the email to the correct user, change the password to 'welcome123' and select **Save**.
- Lastly, log in as that shared user with the welcome123 password and change the password. Then notify your staff of the new shared password.

Temporary Password - School Specialty Marketplace

School Specialty Online <websupport@schoolspecialty.com>
To : YourEmail@email.com

Visit School Specialty   Call 1-888-388-3224

Please Find Your Temporary Password Below

Dear Dwayne Gavin,

Here is your temporary password for School Specialty Marketplace. You can now access the system using the following information:

Username: (sent in previous user registration email)
Password: welcome123 (case-sensitive)

To access your account, click here: School Specialty Marketplace and sign in using this temporary password. You will be prompted to change your Password as soon as you log in.

If you have any questions you may contact us at School Specialty Web Support: websupport@schoolspecialty.com or 1-800-513-2465.

Thank you for choosing School Specialty Marketplace!