

RESETTING YOUR PISD PASSWORD

STEP 1 - Attempt to Follow the Online Reset Feature:

Click the "Forget your password?" link on the (<http://pisd.publicallies.org/>) login page and attempt to follow the prompts to reset your password.



If you make the attempt and either (1) do not receive the reset link, **or** (2) are prompted to contact the administrator, follow **STEP 2**.

STEP 2 - Contact the PISD Administrator:

Send a support request to Pisdpasswords@publicallies.org with the subject line "*Public Allies Los Angeles - PISD Password Reset Request.*" Indicate you are contacting them because the automatic reset feature did not work. Be sure to include:

- **Your full name**, as you presented it for PISD enrollment
- **Your Title, in relation to the program** ("Placement Supervisor" or "Ally")
- **The email address**, you used to sign up for your PISD account

Please also copy your assigned Public Allies Los Angeles Program Manager on this email request, so that they are aware of this request, and your attempt to resolve this issue.

You should receive a response with a link to reset you password, within 72 hours. Please be mindful that this link will expire within 72 hours of receipt, so make sure you are timely in resetting your password, once you receive the link!

Please reach out to your assigned program manager for additional questions or support. We appreciate your effort in helping us to establish compliance, before the end of the year!