

Ed:Gen Parent Portal Access Information

If your account is locked or forgotten password

Accounts unlock automatically after a five minute delay.

- If you cannot remember your password, you will need to reset it. You can reset your password by visiting the website at <https://rgshw.parents.edgen.cloud> and click on the **Forgotten your details?** link underneath the Sign In button.

[Create an account](#)

PARENT PORTAL

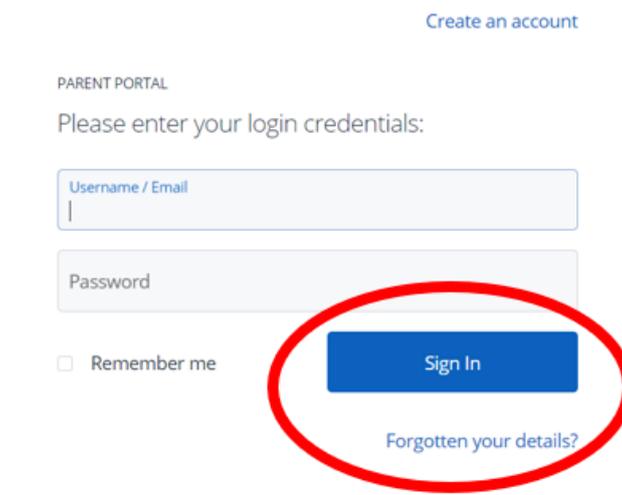
Please enter your login credentials:

Username / Email

Password

Remember me

[Forgotten your details?](#)



- On the next screen is a *Reset Password* button. Fill in your registered email address in the username box, click on the Reset Password button and an email will be sent to you with a password reset link.

[Sign-in instead](#)

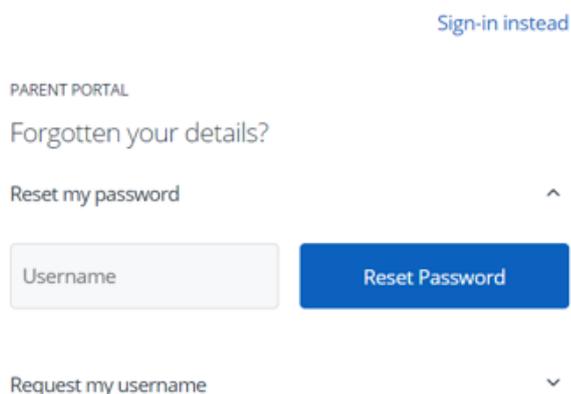
PARENT PORTAL

Forgotten your details?

Reset my password ^

Username

Request my username ∨



- Click on the link in the email and reset your password.

There is also a password reset link on the login page for the mobile app. If this is not working, then first try updating your app via your app store (Google Play or apple App store). If the link still does not work then you will need to use your web browser and go to the web portal at <https://rgshw.parents.edgen.cloud> and follow the instructions above.