

# Instructions for Logging into your Alma Account

PARENTS & STUDENTS



1. You should have received an email from [notifications@getalma.com](mailto:notifications@getalma.com). This email contains your username (firstname.lastname) and a link to set your password.
2. Click on the link and follow the instructions for setting your password. Your password must be between 7-30 characters and it must match 3 of the following 4 requirements:
  1. Letter
  2. Number
  3. Capital Letter
  4. Character (!@#\$%^&\*)
3. Once you have successfully set your password you will be redirected to your Alma homepage where you can log in! You can bookmark the log in page for easier future access.

Your Alma homepage: \_\_\_\_\_

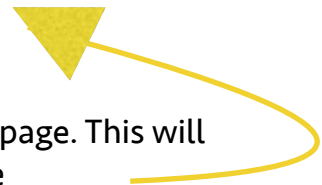
## Having Trouble logging in? FAQs

### **What is my username?**

Your username is typically your firstname.lastname. Your school administrator has access to this information and can tell you your username as well.

### **Help! I can't remember my password!**

That's ok! There is a 'Forgot Password' link that you can click on your Alma homepage. This will allow you to reset your password. You will just need to know both your username and email associated with the account.



### **I've been locked out of my account...**

An account becomes locked after incorrectly entering your username and/or password 5 times. There is a warning message letting you know how many attempts you have left. If you see that you are getting close to running out of chances, you may want to click the 'Forgot Password' link. Otherwise, you will get locked out of your account. Only your school admin or a Customer Engagement Specialist from Alma will be able to unlock your account.

### **Why can't I access my homepage?**

Make sure that you are logging in from a desktop computer or tablet (no smartphones) and using the browser Google Chrome or Mozilla Firefox.

Still can't access your homepage? Did you type "www" before your school URL? If so, type in the school URL without the "www" and you should be able to access the homepage!