Reset Parent Password

This will need to be done for an existing Parent/Other User to access the system. Parent passwords and banking information was not brought into the new system for security purposes.

**Your student will need to do this.

1. Login to the portal through webstac by going to View/Pay Bills

   ![Billing Records]

   1. Account Inquiry
   2. Pay/View My Bills
   3. Telephone Account Detail

   ![Billing Records]

   2. Click Pay/View My Bills

   ![Access & Pay Your Bill Online 24/7]

   By clicking on the button below, you may view your bill and make a payment online quickly & easily. Other features now available:

   - Invite other payers to view or pay your bill
   - Register your bank account to receive refunds via direct deposit
   - Receive an e-mail notification when new e-bill is available

   ![Pay/View My Bills]

   Contact Student Billing at 1-800-778-6650 or student_billing@asu.edu if you have any problems or questions regarding your student account.

Previous Bills

For bills issued before 6/16/2014 click the button below:

![View Previous Bills]
3. Under the Parent/Other User IDs section click Edit for the Parent/Other PIN you want to reset.

4. Verify that the email address is correct and click on Reset Password.

Parents or Other Users have access only to make payments, view payment history, view student account. 

They do NOT have access to financial aid, grades, or other online student information.
5. Once the Reset Password button is clicked instructions on how to reset your password will be emailed to the email address supplied in Step 4.