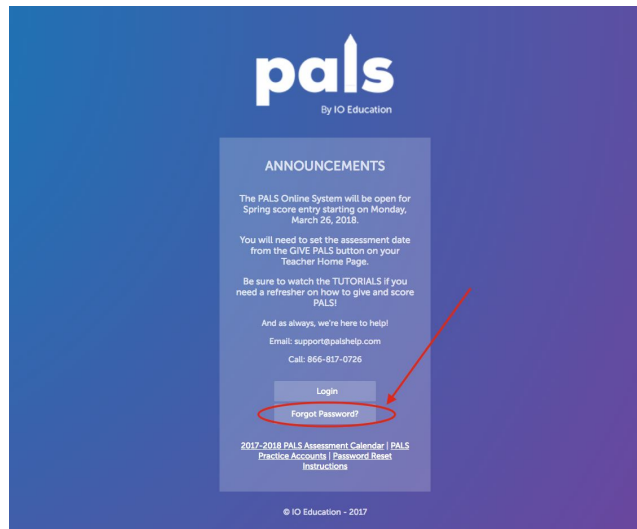


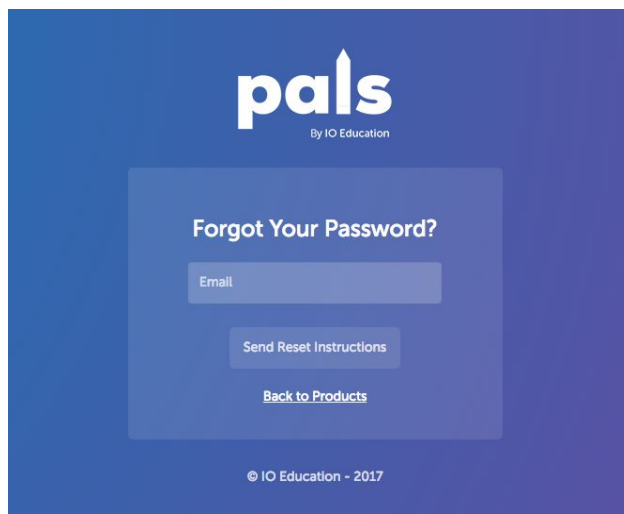
Setting or resetting the password for your PALS Online account

If you have forgotten your password or would like to reset it to something new for any reason, or if you have not yet set your password for the first time and have lost the original email with the link to do so, go to the PALS Online homepage by typing www.palsk8.com into the address bar of your internet browser.

1. Click the “Forgot your password?” link on the login page.



2. Enter the email address associated with your PALS Online account and click “Send Reset Instructions.”



You will receive a system generated email from donotreply@casenex.com. When the email verification message arrives in your inbox, click the link in the email to complete the password reset process.

Make sure to use the link in the most recently received email.

If you don't receive an email in your inbox, please check your spam or junk folder. See below for examples.

The email you will receive will look like the below. Click on [Change my password](#) or copy and paste the url into the web browser and enter a brand new password. Passwords **must** include at least 1 uppercase letter, 1 lowercase letter and 1 number.



Reset password instructions

Hello

At your request, here is a link that will allow you to change your password. Just click on the link below and you will be able to update the password for the account you use to access the IO Education services.

[Change my password](#)

If the link above does not work, please copy and paste the url below into your browser's address bar:

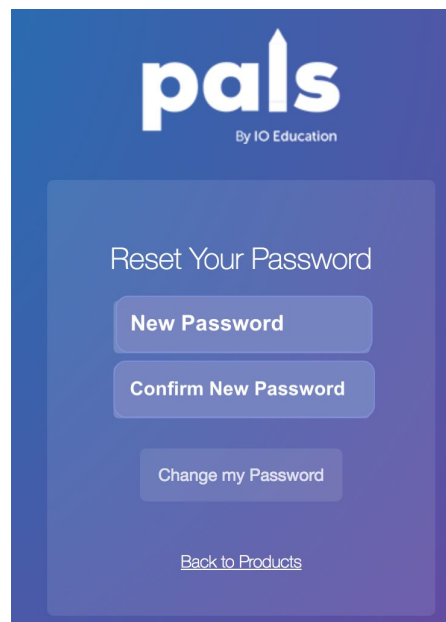
https://auth.ioeducation.com/password_resets/85d4c8ba67168a2d0c2fc3960aaf58f5a9db271e58eadd67e301b1b1b5a1f299/edit

If you did not request this change you can simply ignore this email and your password will not be changed.

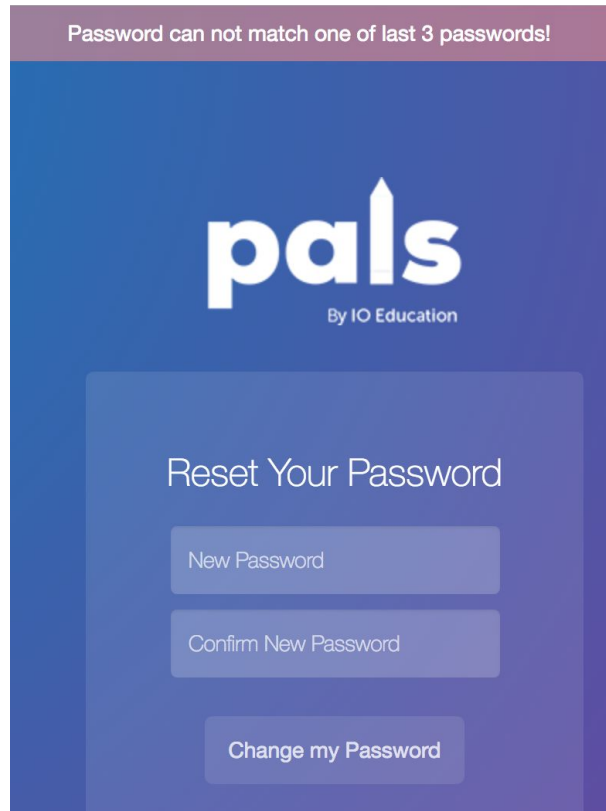
Please do not hesitate to email us at supportteam@ioeducation.com if you have any questions.

Sincerely,

The IO Education Team



If you try to use a previous password, the system will give you the below message.



Password can not match one of last 3 passwords!

pals
By IO Education

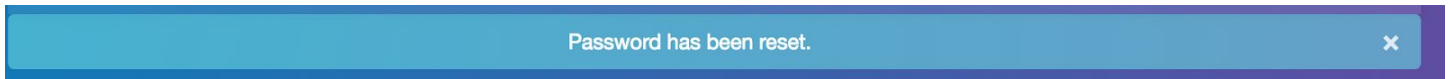
Reset Your Password

New Password

Confirm New Password

Change my Password

If the NEW PASSWORD is accepted, you'll get the confirmation below:



Password has been reset. ×