

1. Go to <https://www.livetext.com>
2. In the upper right corner of your browser window, click on the "Login" link and then click the "Forgot Password?" link.
3. Enter your school email address.
4. Click the "Continue" button.
5. Make sure the first choice ("Email to") is selected.
6. Click the "Continue" button.
7. Check your e-mail account. Look for an e-mail from "support@livetext.com" with a subject line that begins with "LiveText Password Reset Code for". You may need to check your spam or trash folders if you do not receive the email in your inbox. Alternatively, you may need to add support@livetext.com to your address book to receive the email if your email provider is filtering the email from your account entirely.
8. Your username will be located at the top of the email. Within the e-mail you've received, click the link provided. This should take you back to the LiveText website and you should see a message stating "Reset your password".
9. Enter a new password for your account in the textboxes labeled "New Password" and "Confirm New Password". The password must be identical in both boxes. The password must be at least six characters in length and contain a mix of character types with at least two from the following categories: uppercase letters, lowercase letters, numeral, and symbols.
10. Click the "Continue" button. At this point, you will receive a confirmation message on screen that states "your new password has been reset successfully".
11. Click the link "Continue to your LiveText Membership account".

If you do not receive a password reset email after 10-15 minutes, please call LiveText/Watermark at 800.311.5656 on Monday-Thursday 8am-9pm, Friday 8am-7pm, and Sunday 5-10pm (Eastern) so they can manually reset your password over the phone.