

# My Family Lounge – Forgotten Password



**Narnia  
Early Learning**  
FOR THE WHOLE OF LIFE

## What to do if You have Forgotten your Password

1. Go to the My Family Lounge sign in page.

[SIGN IN](#)

2. Enter your Email address (username).
3. Enter any password
4. Click Sign-In.

5. You will be prompted to enter your Password again.
6. **Select Forgotten Password?**

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## Sign In

- The Password field is required.

Email\*

Password\*

The Password field is required.

[Sign In](#) [Forgotten Password?](#)

Use of this service is governed by the [Terms and Conditions](#).

7. Enter your email address.
8. Press Recover Account.

## Forgotten Password

You can use this page to send an account recovery email to the email address associated with your account. Follow the instructions in the email to recover your account.

Email\*

[Recover Account](#) [Cancel](#)

9. You will receive an email prompting you to Reset Password.
10. Press **Reset Password** and follow the prompts to reset your password.

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## Forgotten Password

Hi Sarah,

Please click on the button below to reset the password for your account.

[Reset Password](#)

Should you experience issues with the button above, try copying and pasting this address into your web browser's address bar: