

## This guide will help you to access your CoolSIS account

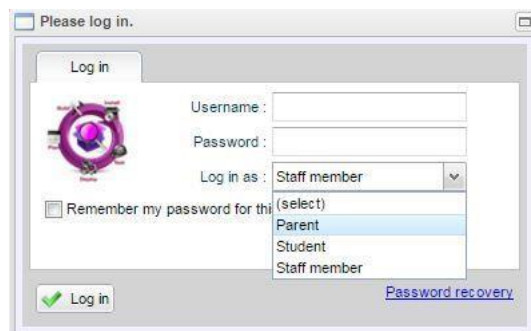
### Login

#### Step 1

Open your web browser and type <https://pinnacle.sis.cool/> as the address of CoolSIS Website and you will see a login box.

#### Step 2

Enter your given username and password. Select *Parent* as the user type and click the Log In button. You may need to change your temporary password when you first sign in.



The screenshot shows a web browser window titled "Please log in." with a "Log in" button. The login form includes fields for "Username:", "Password:", and "Log in as:". The "Log in as:" dropdown menu is open, showing options: "(select)", "Parent", "Student", and "Staff member". The "Parent" option is selected. There is a checkbox for "Remember my password for this device" and a "Log in" button with a green checkmark. A "Password recovery" link is visible at the bottom right.

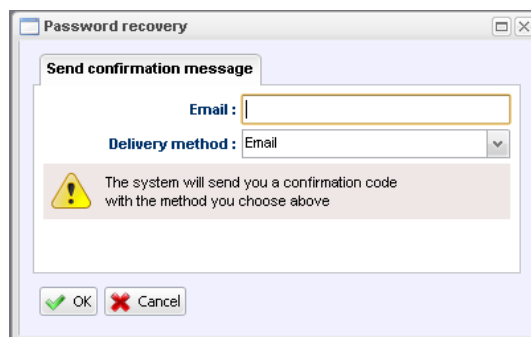
### Recover Password

#### Step 1

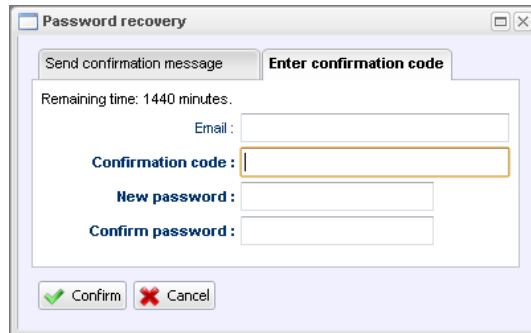
If you forget your password click on the "Password recovery" link at the bottom of the login window. A password recovery window will appear. Click on the OK button to receive a confirmation code in your email account. You will receive an email from CoolSIS with the subject "Password Reset Confirmation" containing a confirmation code. Please check your spam email folder if you do not see this email in your inbox within a few minutes.

#### Step 2

Please complete this step within the given duration (24 hours, will be shown as 1440 minutes), otherwise the confirmation code will expire and you will need to repeat the previous step. You will see a new window asking you to enter the confirmation code and new password. Here is a small tip: the password must be at least 6 characters long and contain at least one number (0, 1, 2...) and one letter character (a, b, c...). Special characters (!, @...) are not necessary but you may use them. Please note that password is case-sensitive. Click the confirm button and your password recovery is complete.



The screenshot shows a "Password recovery" window with a "Send confirmation message" tab. It has an "Email:" input field and a "Delivery method:" dropdown menu set to "Email". A warning icon and text state: "The system will send you a confirmation code with the method you choose above". There are "OK" and "Cancel" buttons at the bottom.



The screenshot shows the "Password recovery" window with an "Enter confirmation code" tab. It displays "Remaining time: 1440 minutes." and has input fields for "Email:", "Confirmation code:", "New password:", and "Confirm password:". There are "Confirm" and "Cancel" buttons at the bottom.

### Learn More

For more information please check out the knowledge base on CoolSIS Help Desk and watch helpful how-to-videos for parents.

CoolSIS Help Desk : [helpdesk.sis.cool](https://helpdesk.sis.cool)

Website : [www.coolsis.com](https://www.coolsis.com)

How-to-videos : <https://helpdesk.sis.cool/kb/a13/video-tutorials-for-parents.aspx>

Thank you for using CoolSIS.