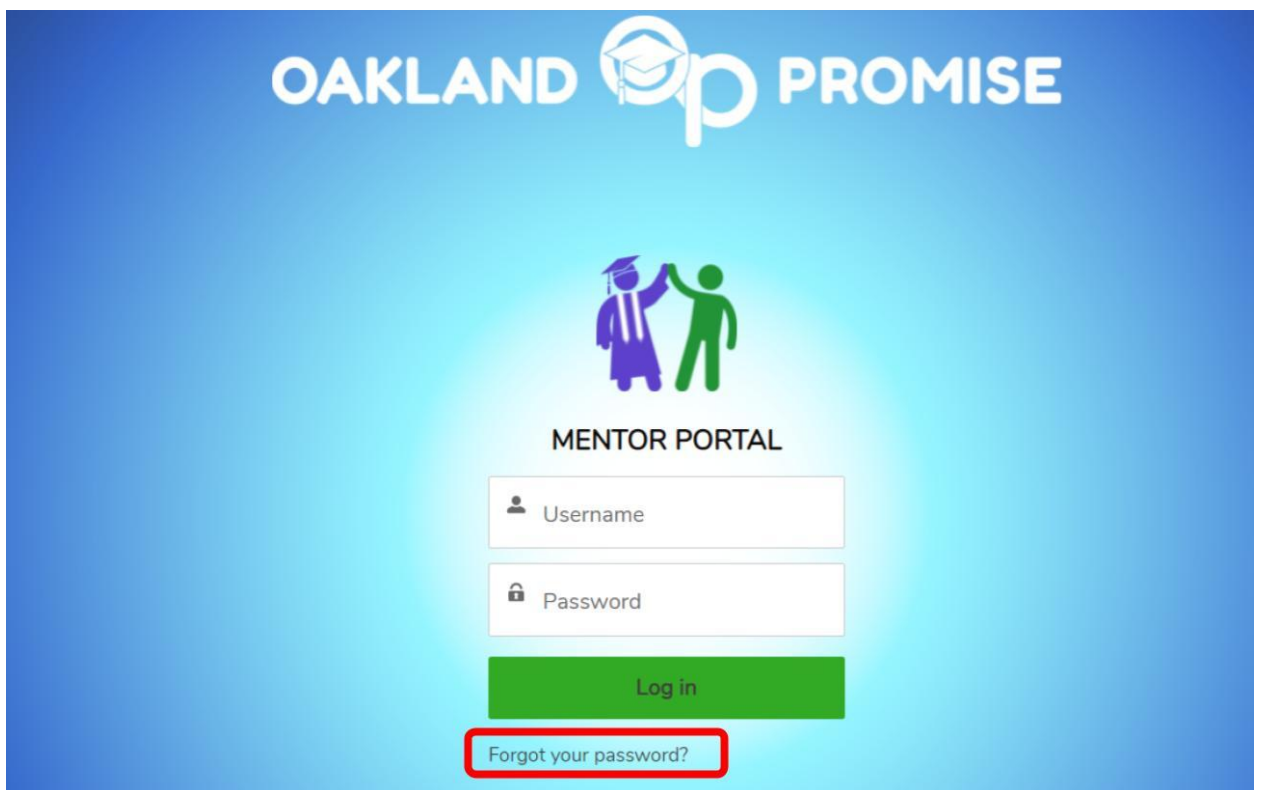
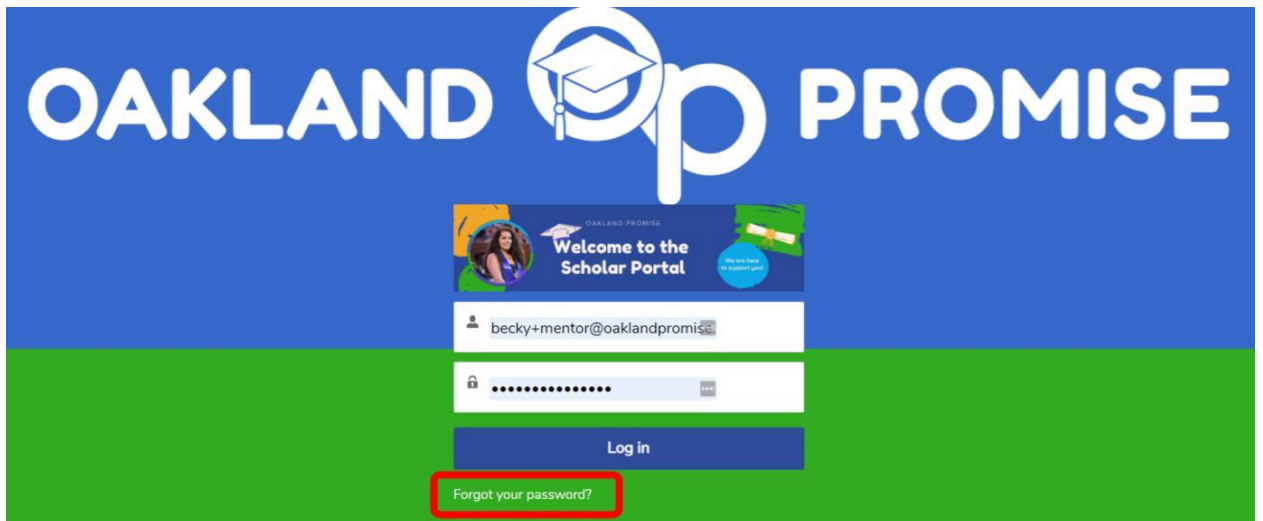


## Resetting Your Password

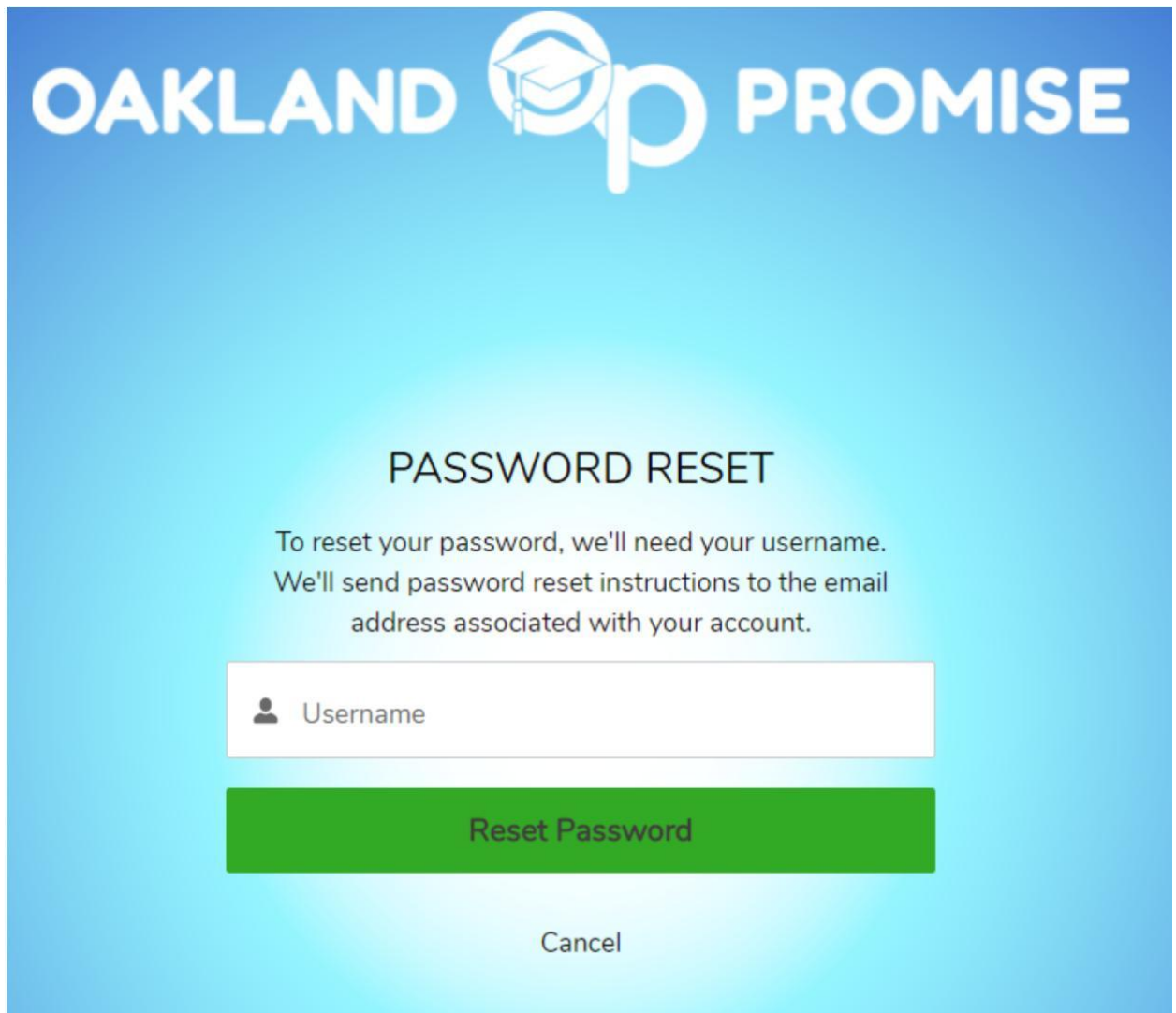
Note that this article uses screenshots from both the Mentor and Scholar portals. You may see slightly different screens depending on your portal.


1. Go to the portal login website.
  - a. Mentor Portal: <https://oaklandpromiseportal.force.com/mentor/>
  - b. Scholar Portal: <https://oaklandpromiseportal.force.com/scholar/>
2. Click on “Forgot your password”.



3. Type in your email address. Make sure that this is the one linked to your Oakland Promise account. You can double check by looking at the recipient email address of

Oakland Promise communications (e.g. check the email address in the “to” line of one of our newsletters).



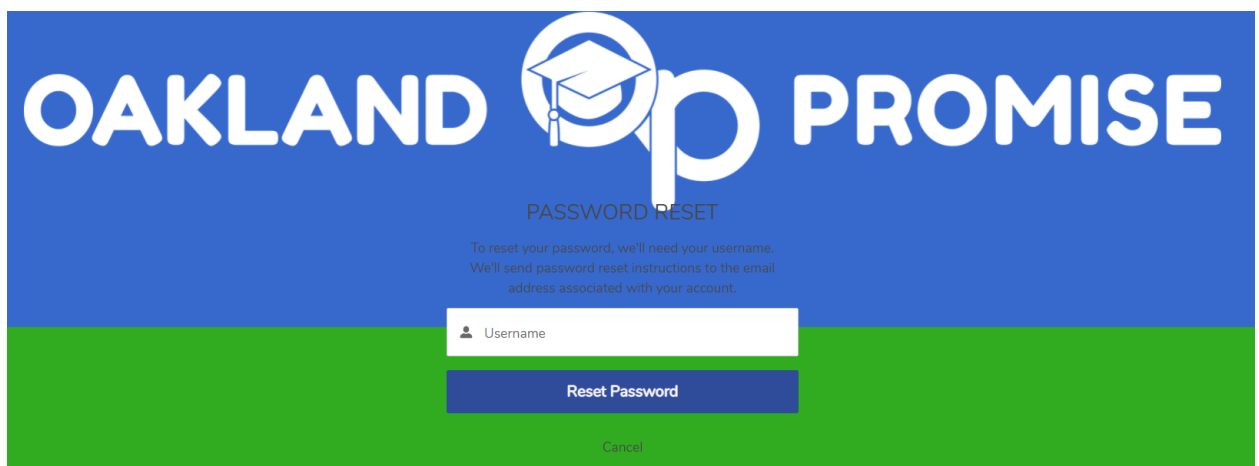
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## PASSWORD RESET

To reset your password, we'll need your username.  
We'll send password reset instructions to the email address associated with your account.

Reset Password

Cancel



OAKLAND  PROMISE

## PASSWORD RESET

To reset your password, we'll need your username.  
We'll send password reset instructions to the email address associated with your account.

Reset Password

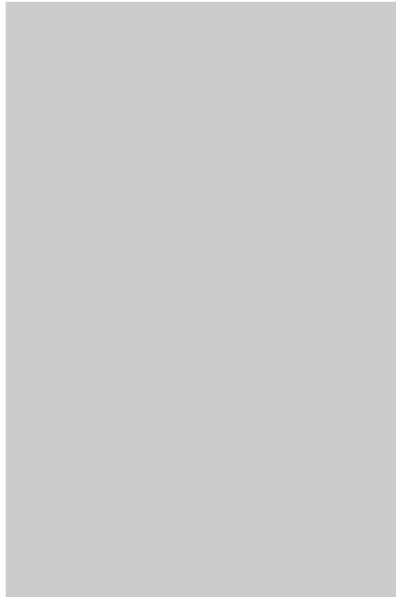
Cancel

4. Click “Reset Password”
5. Check your email. You should get an email that looks like this:

## Your new Mentor Portal password Inbox x



**Oakland Promise Mentor Team** via ruogp4pawg9jq.41-13mdxeam.na75.bnc.salesforce.com  
to becky+mentor@oaklandpromise.org



Hi Test7772,

Your password has been reset for the Oakland Promise Mentor Portal. Go to:

[https://oaklandpromiseportal.force.com/mentor/secur/forgotpassword.jsp?r=00D410000013MDx0051K000008re5S CjwKMwoPMDBENDEwMDAwMDEzTUR4Eg8wMkc0MTAwMDAwME1NODkaDzAwNTFLMDAwMDA4cmU1UxiU5\\_9my8SEAoc7dV5XiP3hNNnh8M181kaD JyXytdR7ejgBZRULCI5G3QVt6ERiANMlybFTwW\\_a87M0jJQD-hBZg00WEcpUW3JRsyW8eCkYZN7-1rQheO8roaDxIPyzug\\_&display=page&fpot=50f4199d-2918-4ac5-b9fb-32d9c0e1542979ad958e-201c-4d3a-a725-767b18b7c9f8](https://oaklandpromiseportal.force.com/mentor/secur/forgotpassword.jsp?r=00D410000013MDx0051K000008re5S CjwKMwoPMDBENDEwMDAwMDEzTUR4Eg8wMkc0MTAwMDAwME1NODkaDzAwNTFLMDAwMDA4cmU1UxiU5_9my8SEAoc7dV5XiP3hNNnh8M181kaD JyXytdR7ejgBZRULCI5G3QVt6ERiANMlybFTwW_a87M0jJQD-hBZg00WEcpUW3JRsyW8eCkYZN7-1rQheO8roaDxIPyzug_&display=page&fpot=50f4199d-2918-4ac5-b9fb-32d9c0e1542979ad958e-201c-4d3a-a725-767b18b7c9f8)

If you did not make this password reset request, please contact [admin@oaklandpromise.org](mailto:admin@oaklandpromise.org).

6. Click on the long blue link.

7. Enter in a new password. Be sure to have at least 8 characters total, at least one letter, and at least one number. Then reconfirm by typing out the same password and clicking on “Change Password.”

**OAKLAND PROMISE**

### Change Your Password

Enter a new password for **becky+mentor@oaklandpromise.org**. Make sure to include at least:

- 8 characters
- 1 letter
- 1 number

\* New Password

\* Confirm New Password

**Change Password**

Password was last changed on 5/30/2021 5:15 PM.

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8. You should be able to view the portal.
9. Email us at [admin@oaklandpromise.org](mailto:admin@oaklandpromise.org) for assistance.