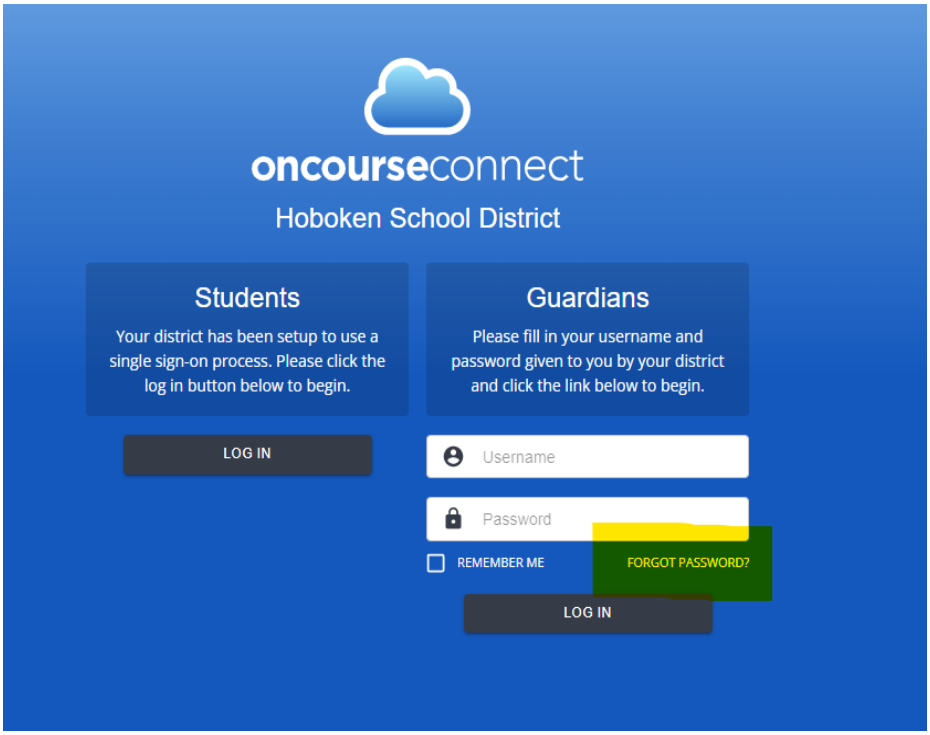
Forgotten Parent/Guardian Username and/or Password:

Hoboken Public Schools does NOT store Parent/Guardian passwords for security issues. You must use the Forgot Password process below.

- Go to OnCourse Connect (https://hoboken.oncourseconnect.com/login) on a desktop/laptop computer.

- Click the "Forgot Password?" link on the Guardian area on the right side of the page.

  (DO NOT ENTER ANYTHING IN THE USERNAME OR PASSWORD FIELDS)



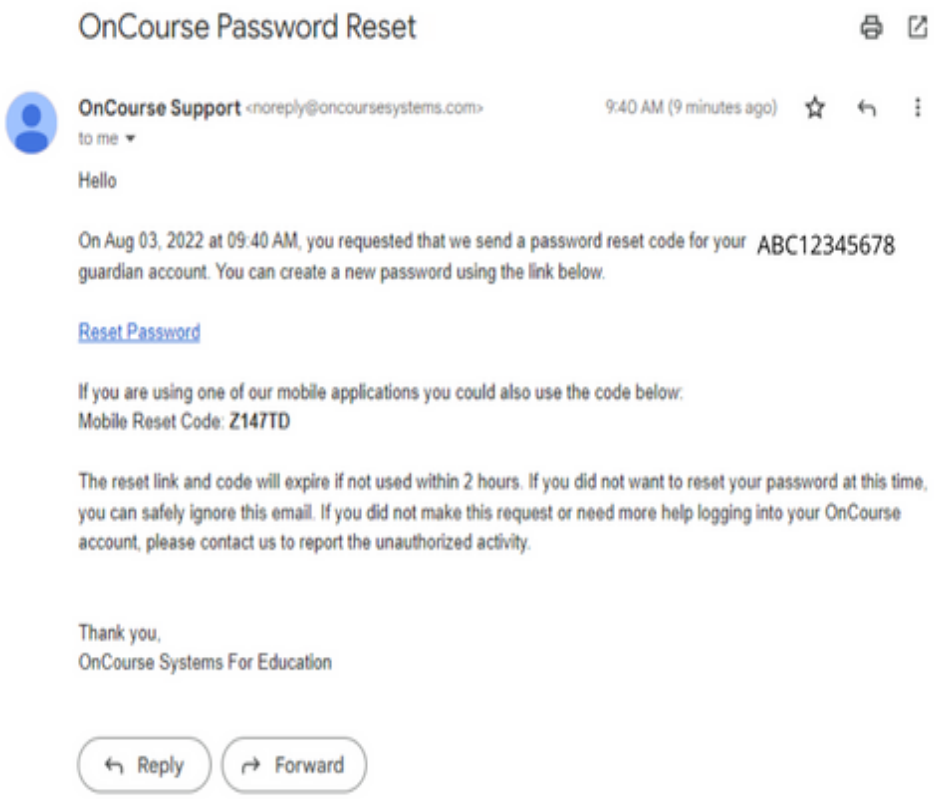
- On the next screen, enter the email address you registered with the schools and click "Recover Password.

  You MUST use the email that is already in your OnCourse account.

- You will be emailed your username with directions to change your password to one of your own choosing.

- **The email will be sent from noreply@oncoursesystems.com.**

- Look in your spam folder if you can't find it right away. *(see example below)*



- When you get back to the OnCourse Connect Login Screen - enter your username and your new password in the Guardian side fields.

  Note: Your username has three letters followed by 8 numbers.
  IT IS NOT YOUR EMAIL ADDRESS.

- ***NOTE: This process must be done on a desktop or laptop, not a mobile device or ipad.***

Clicked "Forgot Password" but didn't receive the email:
Emails are sent out within a couple seconds after clicking "Forgot Password." There are a couple of reasons you may not receive it:

- **You and your spouse have registered the same email address for your accounts with Hoboken Public Schools.** This means the system can't recognize which guardian has requested the logon information and, for security reasons, doesn't send the email. In this case, first contact oncourseconnectsupport@hoboken.k12.nj.us to change one of your accounts to a different, unique email address before using the "Forgot Password" link again.