

## Re-setting a username and password in ParishSOFT

1. This is the current address for the diocese of Madison:  
<https://madison.parishsoftfamilysuite.com/>
2. If you already have a username and have forgotten either your username or password. On the main login screen, click the forgot password link seen in the image below:

ParishSOFT Connecting People and the Church

Welcome - Log In Below

Username:\*

Password:\*

[New User?](#) [Lost password?](#)

For security purposes - we only support the following browsers  
IE 9.0+, Edge, Chrome, Firefox and Safari.  
If you do not have any of these installed on your system you must install or upgrade to one of them before you can login.

Use of this software, website, and services is subject to the [Terms of Use](#)

Application Version #: 4.4.3.8, Database Version #: 4.4.3.8 updated on: 3/13/2018  
[Release Notes](#)

3. The system will prompt you to fill in the first name, last name, email and zipcode of your staff login.

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Reset Password

Please enter all required information below to receive an E-Mail with your username and new temporary password.

User Name:

First Name:\*

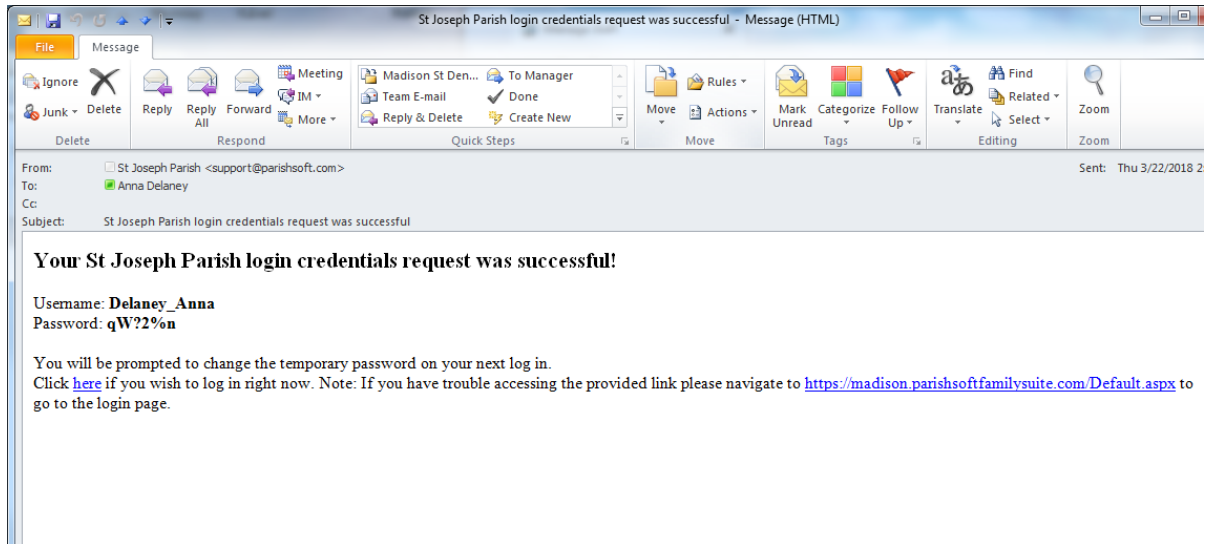
Last Name:\*

E-Mail:\*

Postal Code:\*

Phone Number:

4. If it is successful, it will send you a new email with your parish name, your CURRENT login along with a temporary password. (see example below)



5. Follow the prompts on the email to reset the password. Clicking the “here” link to login, typing in your username and temporary password. After setting up your permanent password, use it and your username to again log in on the main link.