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User Managed Accounts

Effective April 22, 2013, ChildWare users will be able to self-manage their accounts. This document provides step-by-step instructions for managing your account in the new system.

You recently received communication about registering your current user account for this new system. If you have not registered your account as of April 22nd, you may do so via the new log in screen. Section 1 outlines this process.

1. New Login Screen
2. Updating Account Information
3. Resetting Your Password
4. What To Do If You Forget Your User Name
5. What To Do If You Forget the Answer to Your Security Question
6. What To Do If You Get Locked Out of Your Account

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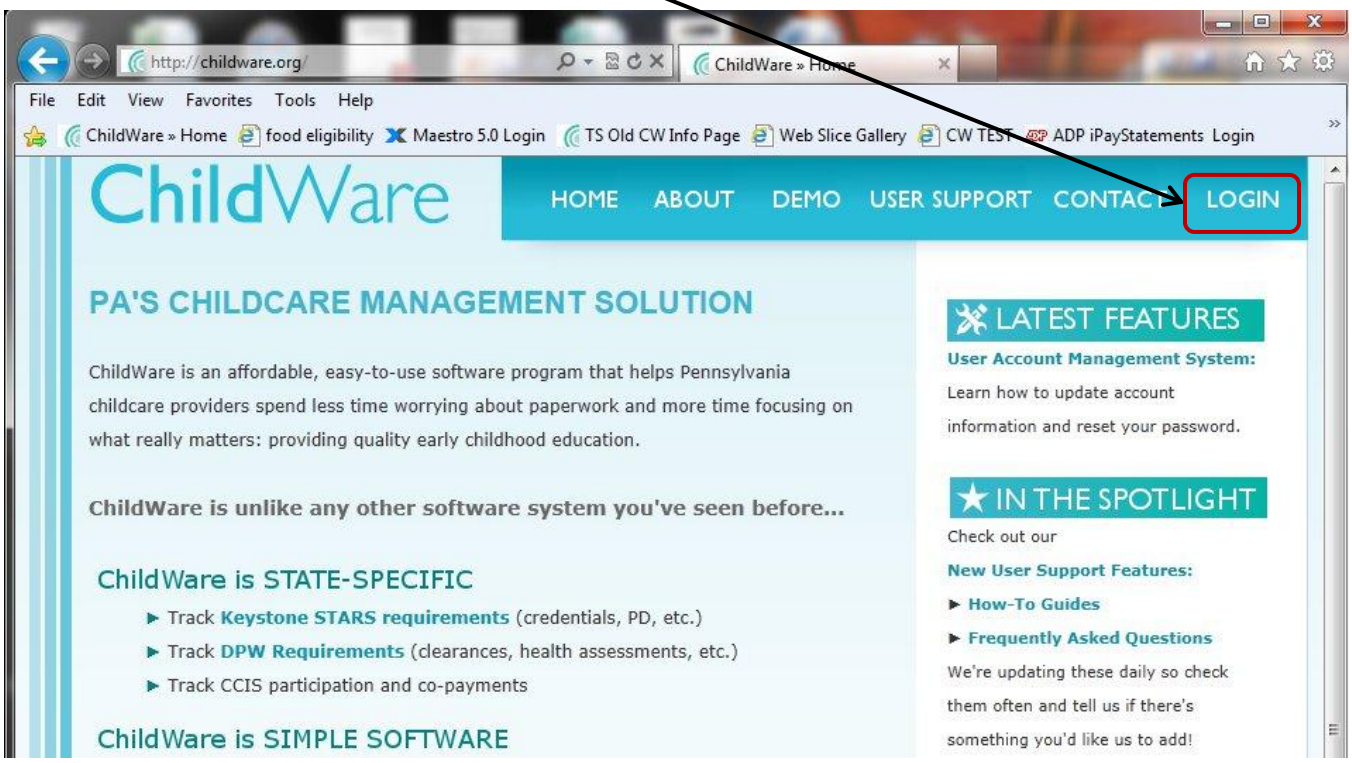
New Login Screen

1. Log in by visiting www.childware.org and clicking 'Login' at the top right hand corner of the page.



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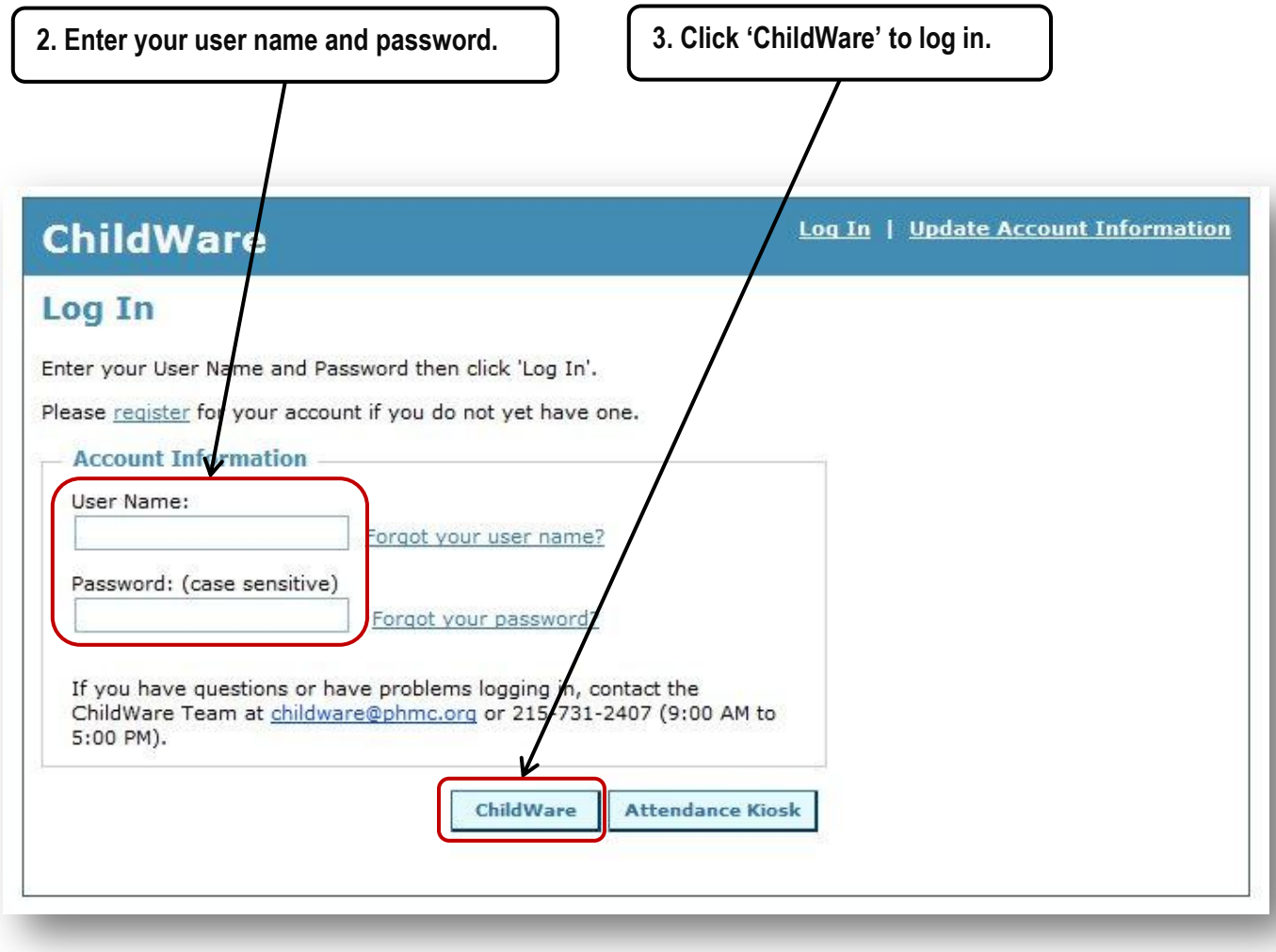
New Login Screen

You will be directed to the screen displayed below.



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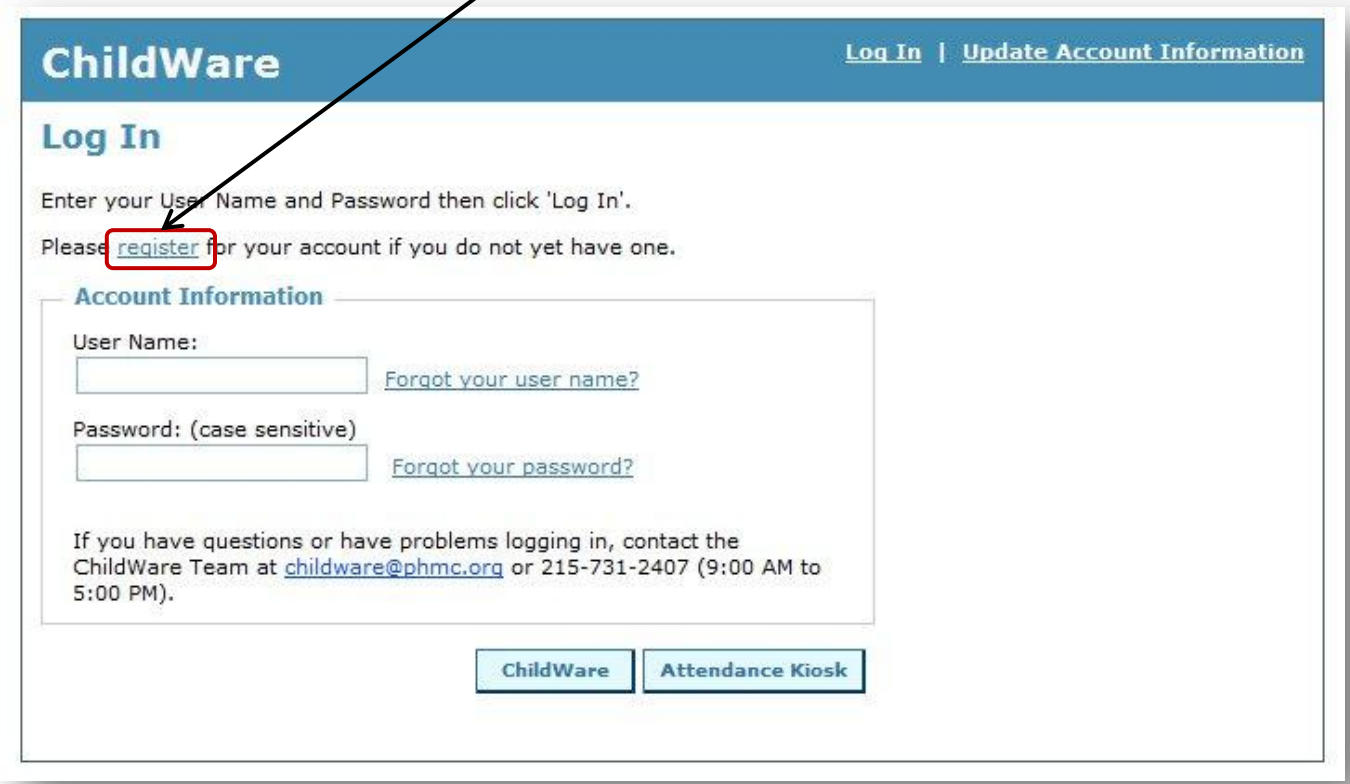
New Login Screen

If you have not registered for the new account management system as of 8:30 AM on Monday, April 22nd, you may do so from the new login screen. **You will not be able to access ChildWare until you register.** If you have already registered, please continue to the next section of this document.

Click the 'register' link and follow the prompts on the screen to register. Please note that if you do not enter your name and user name exactly as it is listed in ChildWare, you will not be able to register. If you do not remember this information, call or email the ChildWare Team (childware@phmc.org; 215-731-2407).



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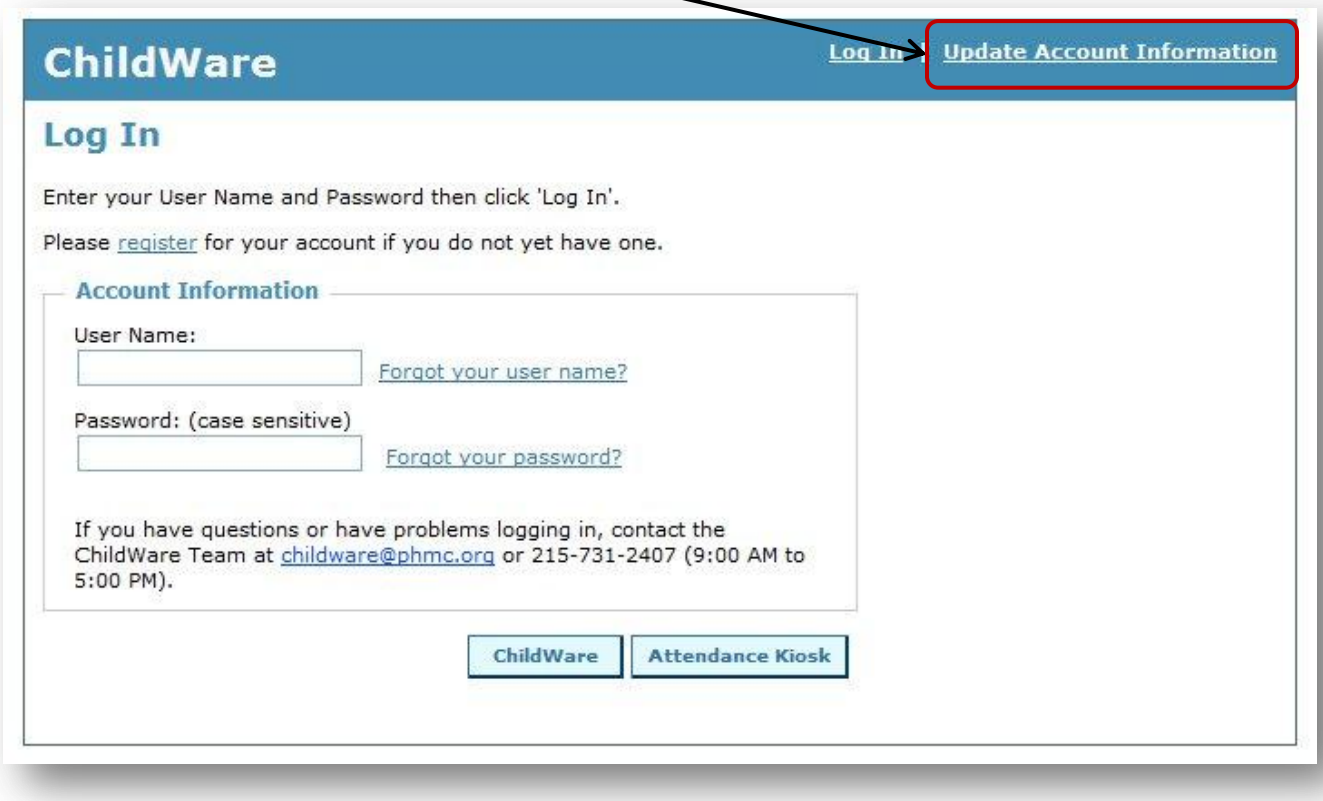
Updating Account Information

You have the option to update your password and / or security question at any time.

1. From the Log In screen, click 'Update Account Information.'



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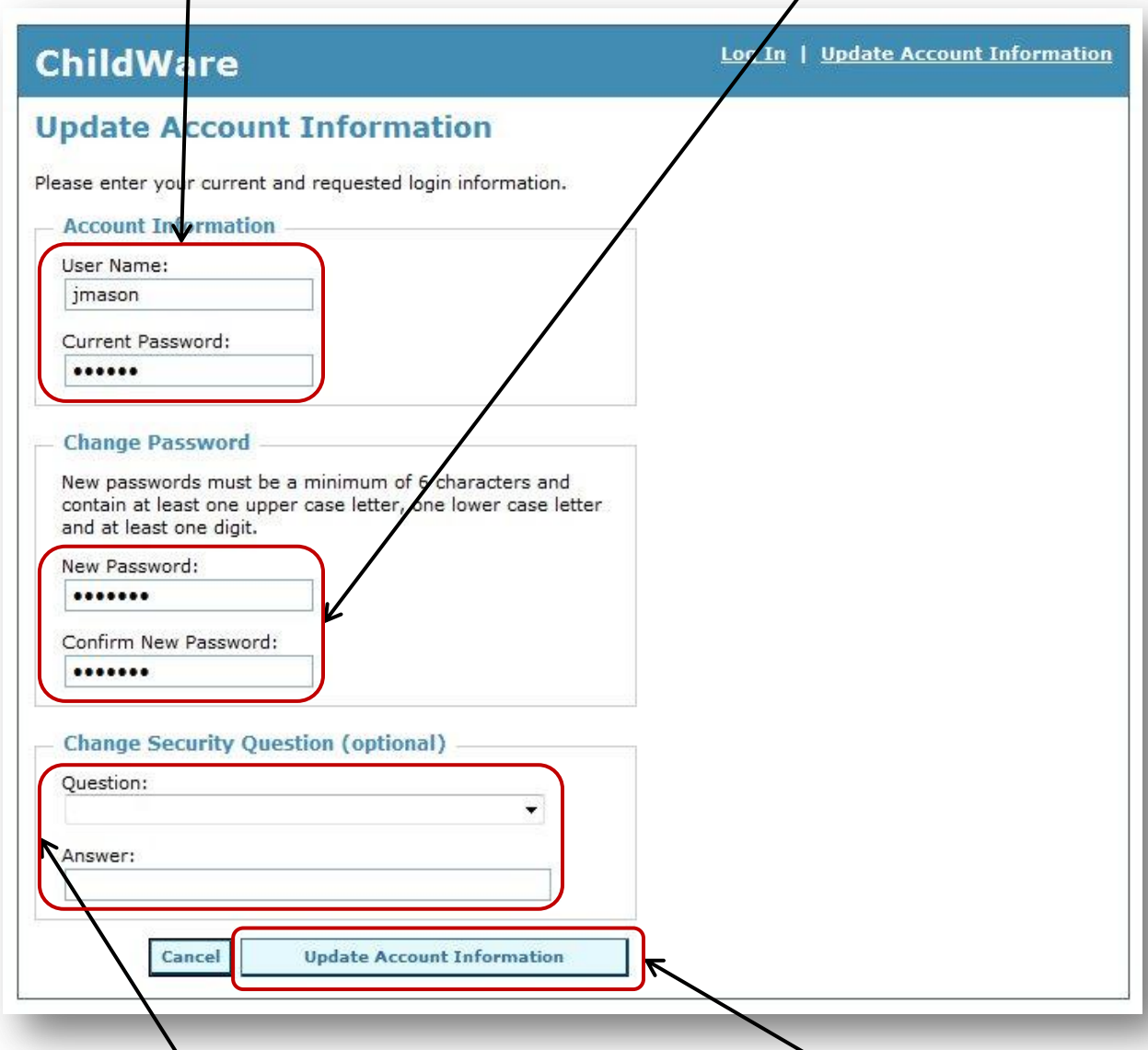
Updating Account Information

2. Enter your user name and current password.

3. Then create a new password. Be sure to meet the character requirements as indicated above the fields.



4. You have the option to update your security question and answer. If you wish to keep your current one, leave these fields blank.

5. Click 'Update Account Information.'

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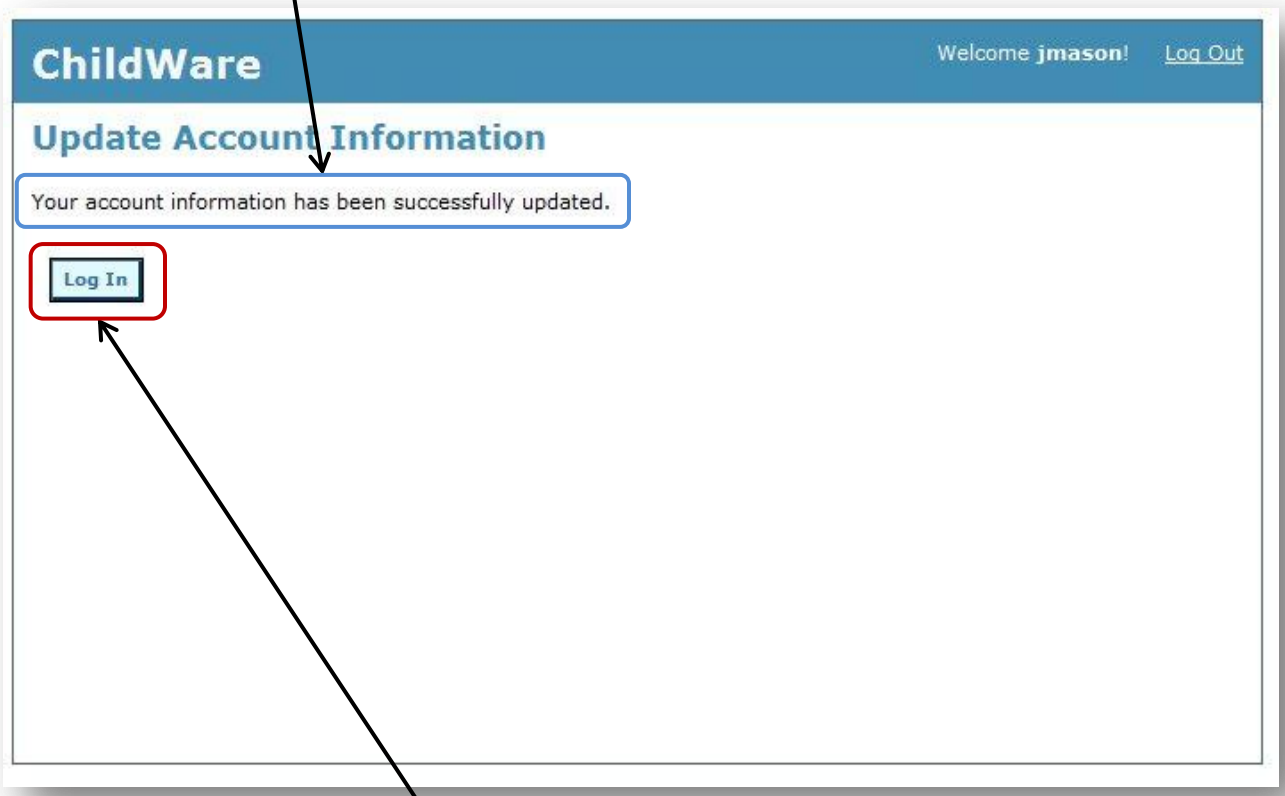
Updating Account Information

6. You will receive confirmation that your account information has been updated.



7. Click 'Log In' to return to the Log In screen. You will be required to re-enter this information to access ChildWare.

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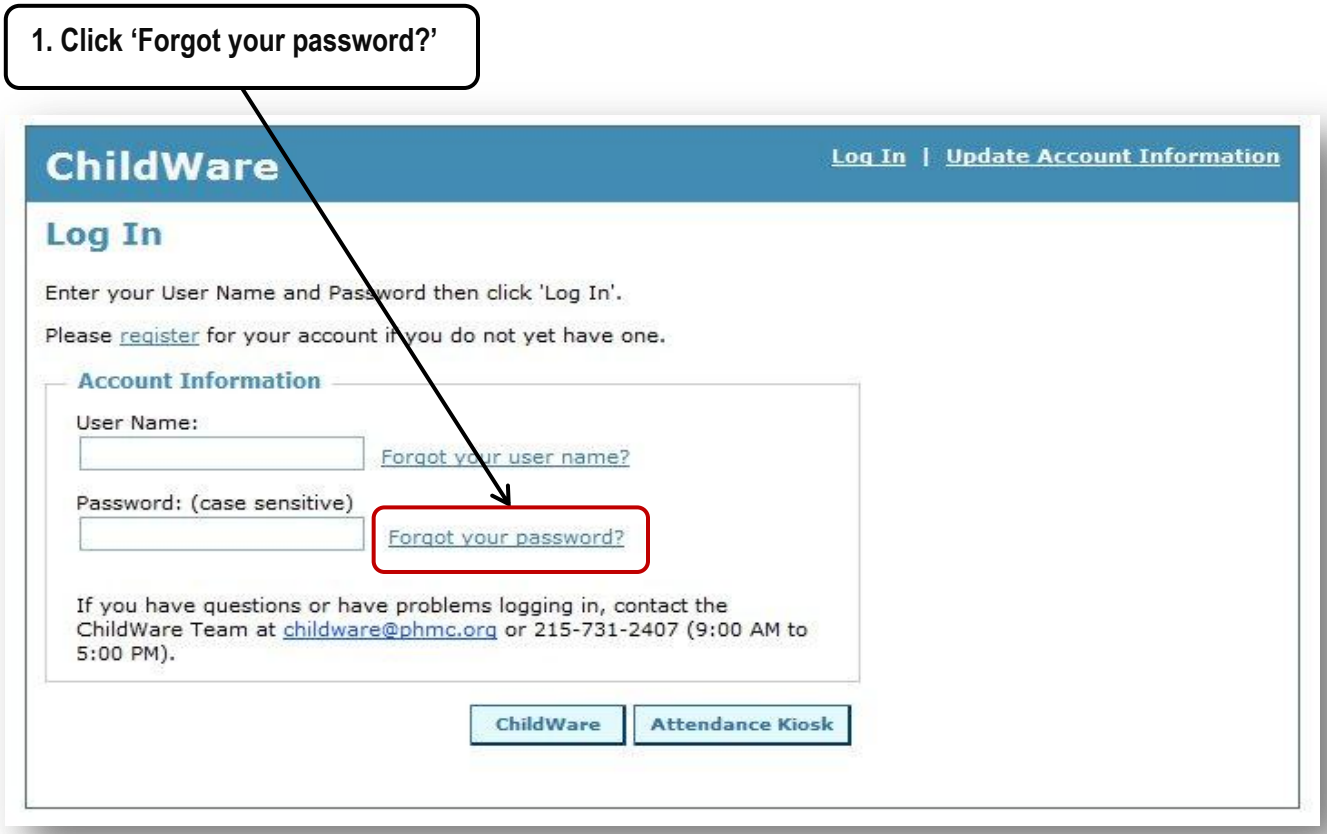
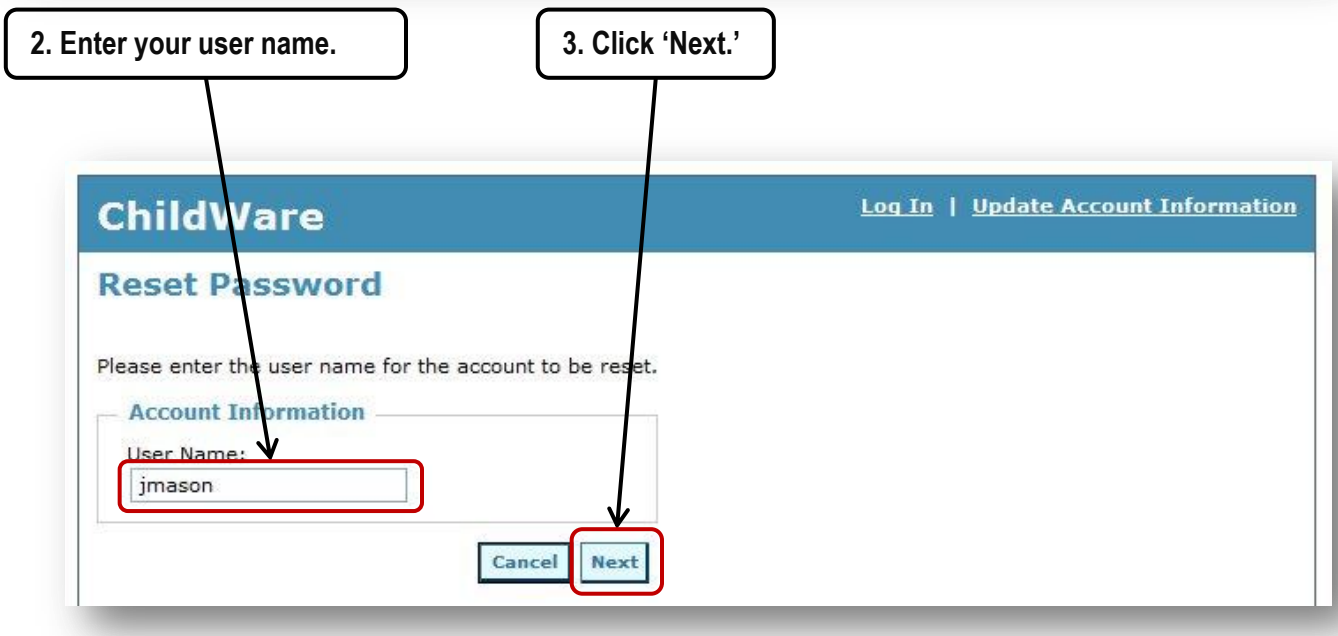
Resetting Your Password

If you cannot remember your password, follow these instructions to reset it.





Resetting Your Password

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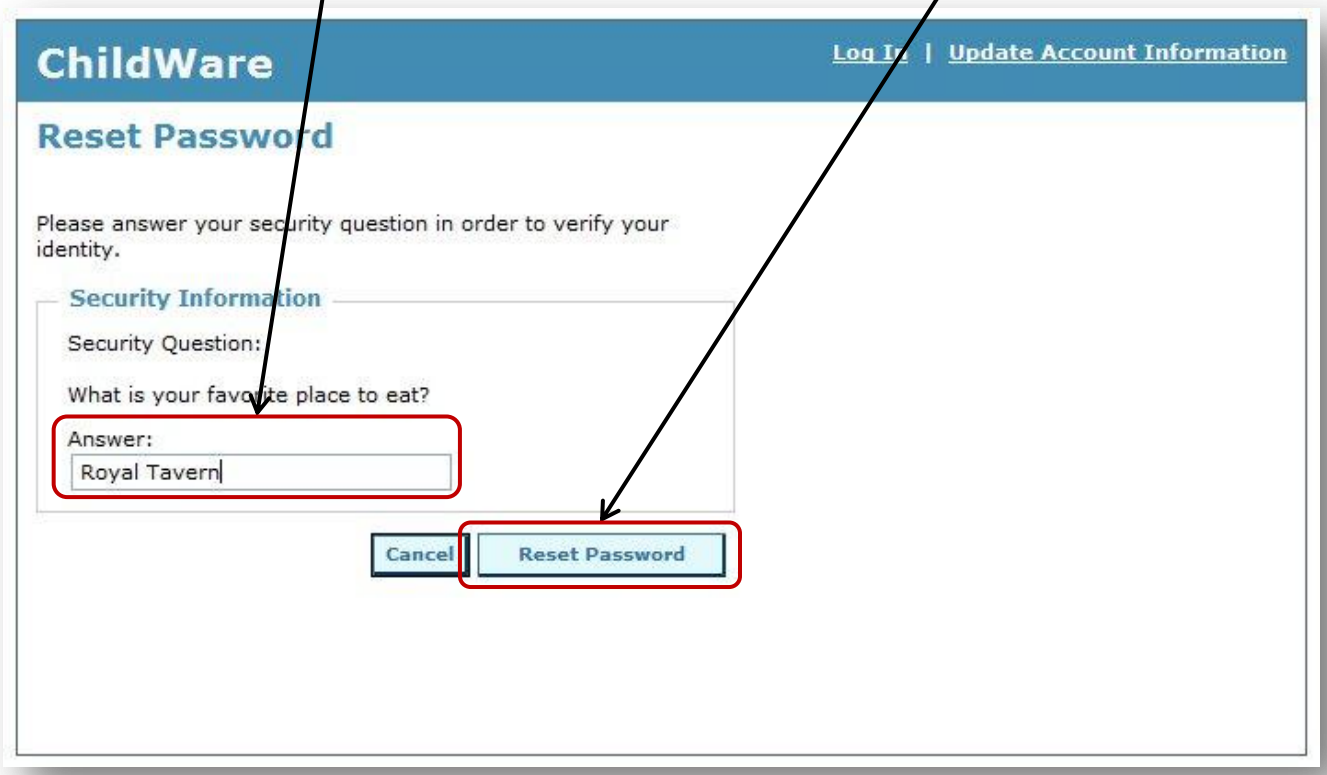
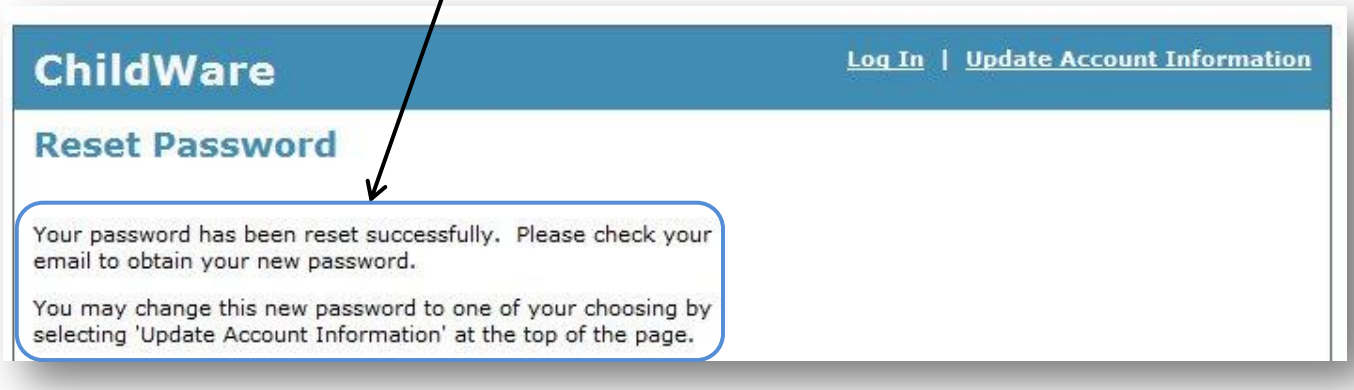
4. Enter the answer to your security question.

5. Click 'Reset Password.'



6. ChildWare will send you an email with a temporary password.



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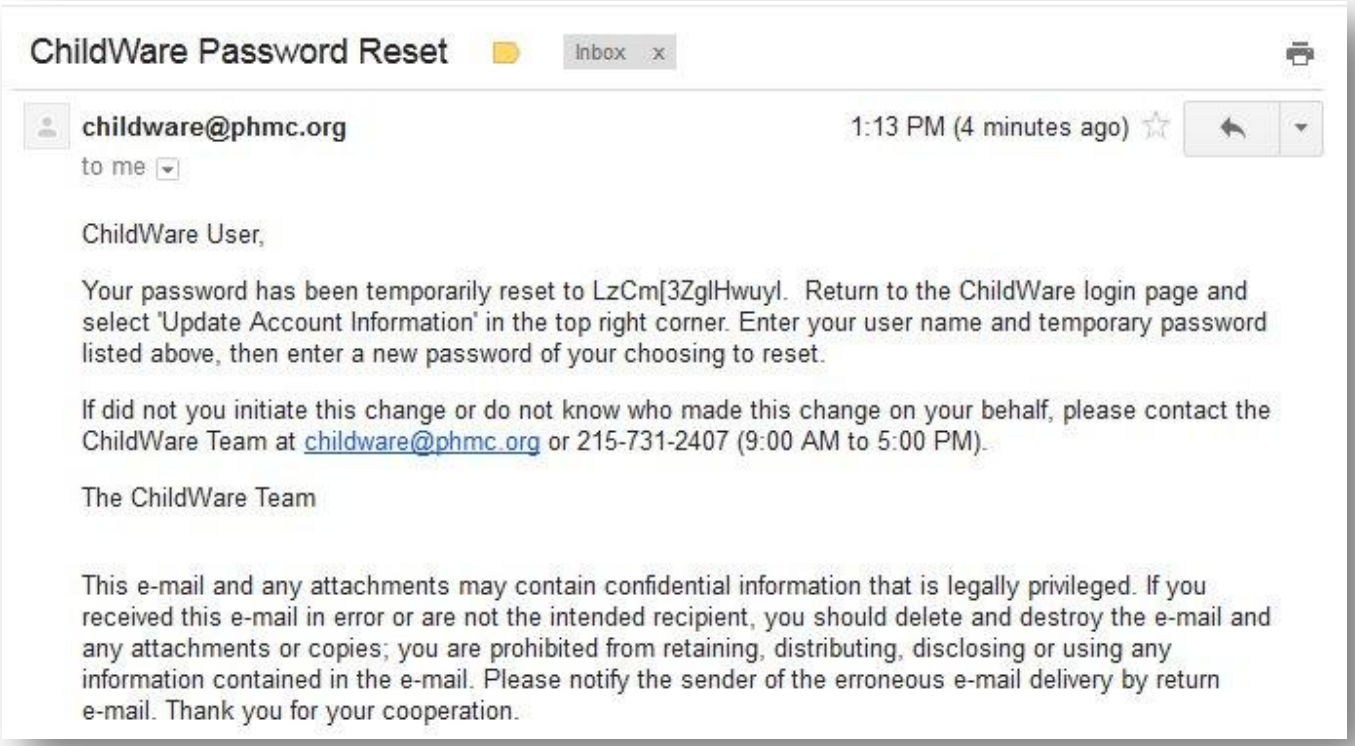
Resetting Your Password

You will receive an email from the ChildWare Team which includes a temporary password and instructions for updating your account.



ChildWare Password Reset

Inbox x

childware@phmc.org 1:13 PM (4 minutes ago)

to me

ChildWare User,

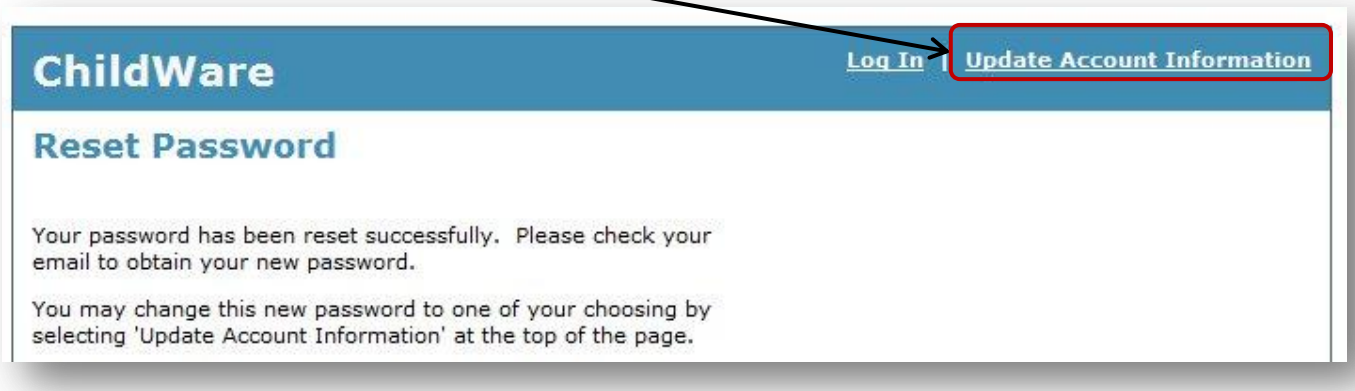
Your password has been temporarily reset to LzCm[3ZglHwuyl. Return to the ChildWare login page and select 'Update Account Information' in the top right corner. Enter your user name and temporary password listed above, then enter a new password of your choosing to reset.

If did not you initiate this change or do not know who made this change on your behalf, please contact the ChildWare Team at childware@phmc.org or 215-731-2407 (9:00 AM to 5:00 PM).

The ChildWare Team

This e-mail and any attachments may contain confidential information that is legally privileged. If you received this e-mail in error or are not the intended recipient, you should delete and destroy the e-mail and any attachments or copies; you are prohibited from retaining, distributing, disclosing or using any information contained in the e-mail. Please notify the sender of the erroneous e-mail delivery by return e-mail. Thank you for your cooperation.

7. Once you have received the temporary password in your email, select "Update Account Information.'



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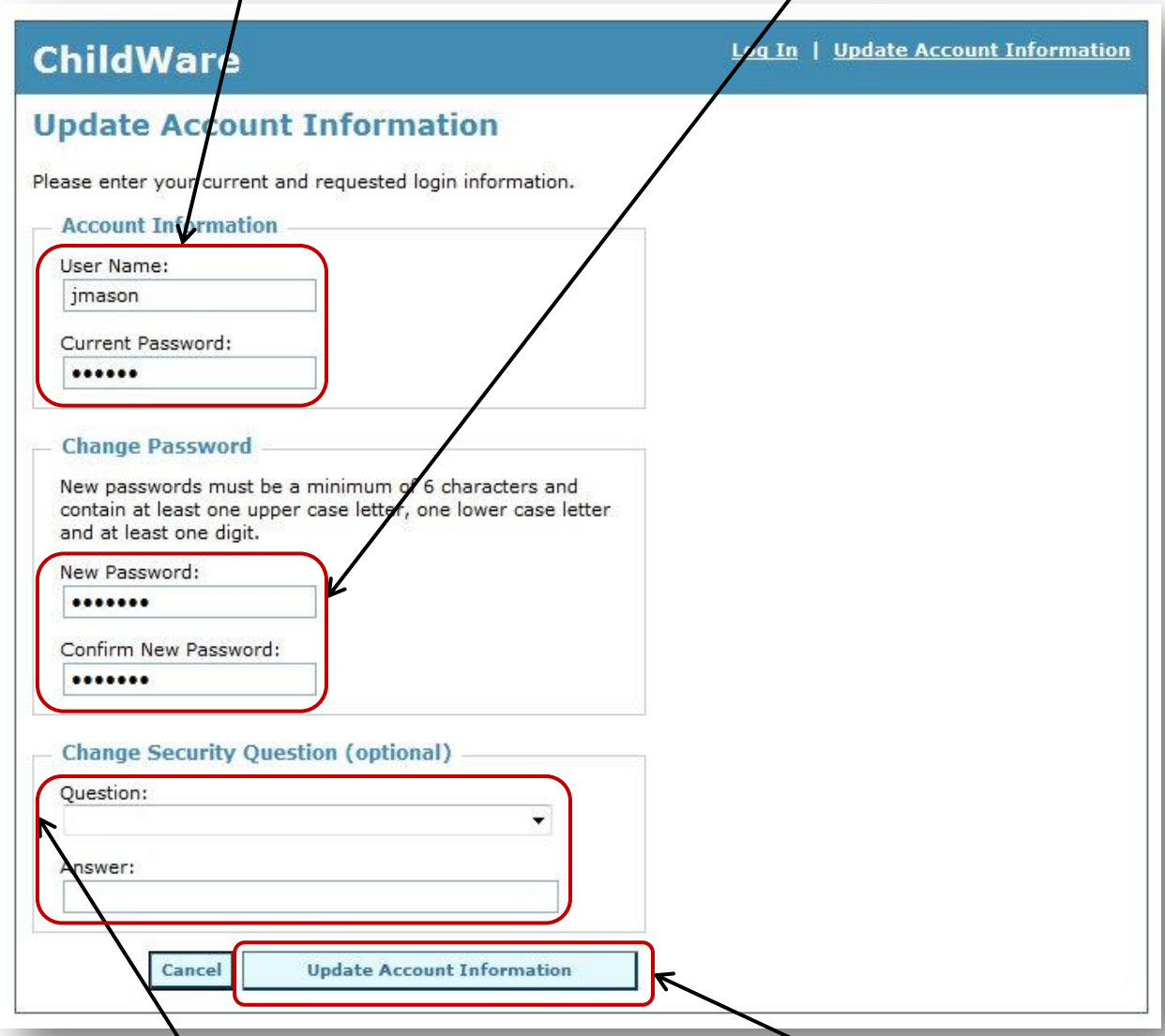
Resetting Your Password

8. Enter your user name and the temporary password that was emailed to you.

9. Then create a new password. Be sure to meet the minimum formatting requirements as indicated above the fields.



10. You have the option to also update your security question and answer. If you wish to keep your current one, leave these fields blank.

11. Click 'Update Account Information.'

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What To Do If You Forget Your User Name

If you do not remember your user name, we ask that you first contact your supervisor or staff person that manages ChildWare accounts. If you are unable to reach an internal staff contact, you may contact the ChildWare Team.

What To Do If You Forget the Answer to Your Security Question

If you do not remember the answer to your security question, contact the ChildWare Team. Your account will be reset and you will be asked to re-register your ChildWare account. An email with instructions will be sent to you.

What To Do If You Get Locked Out of Your Account

If you try an incorrect password or answer to your security question more than 5 consecutive times, your account will automatically lock. This is to ensure security on our site. The ChildWare Team is automatically notified that the account is locked. Contact the ChildWare Team to verify your identity.

Contact Us

The ChildWare Team
childware@phmc.org
215-731-2407

Live phone assistance is available Monday through Friday between the hours of 9:00 AM and 5:00 PM (excluding observed holidays). Please allow up to one business day for us to respond to your inquiry.