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Why am I being asked for a Caspio Password? (How to Reset)

Richard Woolf - 2023-12-18 - [Caspio](#)



All MVCDC Employees have a CASPIO account that uses their MVCDC email address and a password.

When you encounter a CASPIO form or report that requires a password:

1. Click on the LOGIN button



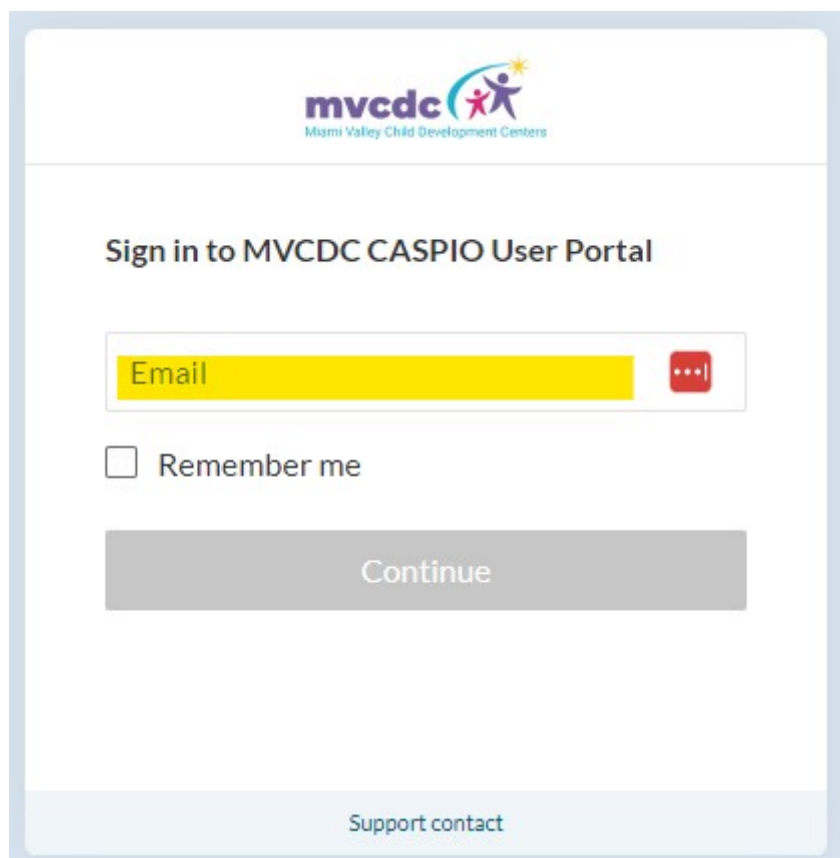
Employee/ Partner Login (Use Caspio password)

Login

If you experience any issues submitting this form please contact [Richard Woolf](#) or submit an [Help Desk Ticket](#).

NOTE: You must allow pop-up windows in your browser settings. If you notice the pop-up window is blank (e.g., you cannot enter an email address) then close the pop-up window and refresh the main login page in your browser. Then click on the LOGIN button again. That should resolve the issue. If you are still not seeing the box to enter your email address, contact me via the MVCDC SUPPORT help desk (submit ticket).

1. Enter your email address into the EMAIL box and click the CONTINUE button



The image shows a login portal for MVCDC CASPIO. At the top is the MVCDC logo with the text 'Miami Valley Child Development Centers'. Below the logo is the heading 'Sign in to MVCDC CASPIO User Portal'. There is a yellow input field labeled 'Email' with a red eye icon to its right. Below the email field is a checkbox labeled 'Remember me'. A grey 'Continue' button is positioned below the checkbox. At the bottom of the page is a light blue bar with the text 'Support contact'.

1. Enter your CASPIO password into the Password box and click on the SIGN IN button. [Note: This is NOT your outlook/network password. This is a separate CASPIO password that you may have created when you completed the [New EMPLOYEE Demographics Form](#). If you do not remember your password, continue to step 4.]



mvcdc
Miami Valley Child Development Centers

Sign in to MVCDC CASPIO User Portal

rwoolf@mvcdc.org [Switch user](#)

[Sign in](#)

[Forgot password?](#)

[Support contact](#)

1. If you do not know what your CASPIO password is, then click on the FORGOT PASSWORD? link under the SIGN IN button.



mvcdc
Miami Valley Child Development Centers

Sign in to MVCDC CASPIO User Portal

rwoolf@mvcdc.org

Switch user

Password

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⋮

👁

Sign in

Forgot password?

Support contact

1. You will be asked to enter your email address again and then check the I AM NOT A ROBOT box. Then click on the CONTINUE button.

Reset password

Enter your **MVCDC CASPIO User Portal** email to continue.

Email

rdwoolf@mvcdc.org



I'm not a robot



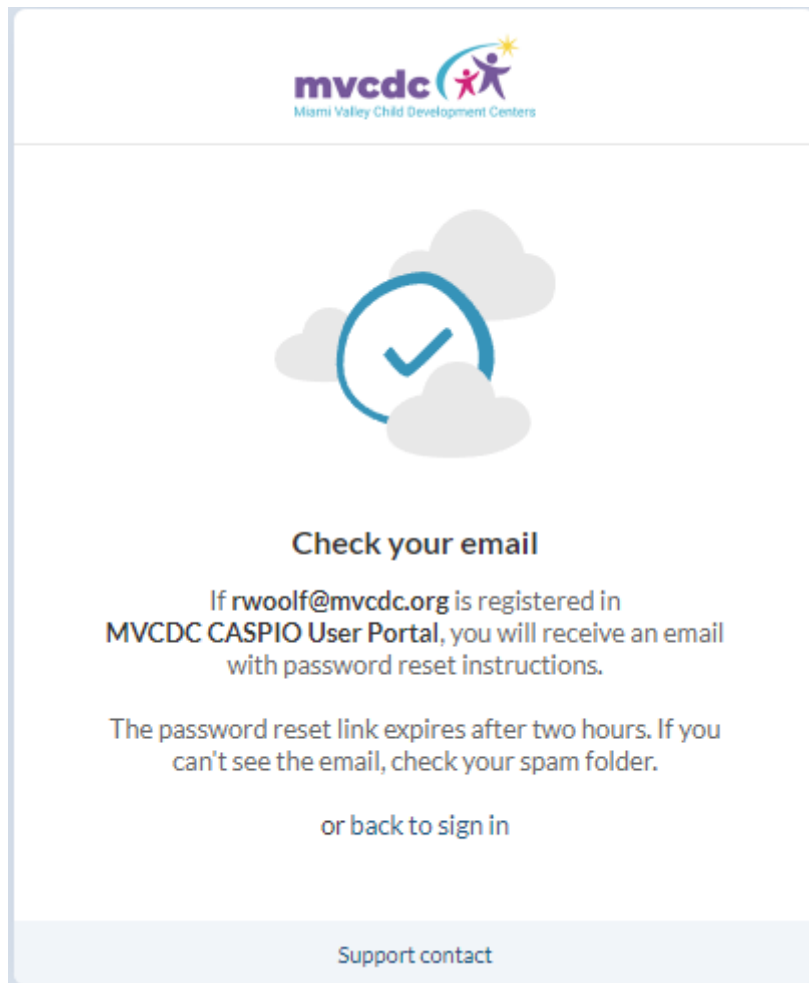
reCAPTCHA
[Privacy](#) - [Terms](#)

Continue

[or back to sign in](#)

[Support contact](#)

1. You will be sent an email to the address you entered in the last pop-up window. Please note, the link in the email sent to you will only be valid for two hours after it was requested.



1. Go to your Outlook program and open the email sent from Caspio <noreply@caspio.app>. This may take up to 10 minutes to receive. If you have not received an email from Caspio try searching for "noreply@caspio.app" in Outlook. It may be in your TRASH folder. Once you receive the email from Caspio, click on the link in the email.

2.

You will be taken to a new browser window. Click on the RESET PASSWORD button.



Hello,

You have requested to reset your password for **MVCDC CASPIO User Portal**.

You can reset your password by clicking the button below. For increased security, this password reset link will expire 2 hours after it was sent.

Reset password

If you didn't initiate this request, please ignore this email.

1. A pop-up window will have two boxes to enter your new password. Make sure to enter the exact same password into both boxes. Then click on the SAVE button.



Reset your password

Enter a new password

Password



Confirm password



Save

or [back to sign in](#)

[Support contact](#)

1. Once your password has been changed you will need to return to the original form/ report sign in page that you started on. Follow the same login steps using your new password.