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## Important Notice for Big Day for PreK Users Experiencing Password Issues

Users attempting to log in to Big Day for PreK with valid passwords may find the program does not accept their credentials. In most cases, resetting the password will temporarily solve this problem, though it may happen multiple times to the same user after changing passwords. As HMH works to correct this problem, users encountering this issue may try the following steps to work around the issue:

### **Teachers and other users:**

- Clear the cache.
- Close and open the browser completely (do not just close individual tabs).
- Be sure that users log out at the end of every session (do not just close the browser window).
- Check that Flash is enabled on the browser.
- Remember that passwords are case-sensitive.
- If you receive an error message, resubmit your password here: <https://bigday.tgds.hmhco.com/forgotpassword>
- If prompted to reset your password, proceed as directed.
- Do not share user accounts. This will cause login issues.

### **District and School Administrators:**

- Whitelist the Big Day URL: <http://bigday.tgds.hmhco.com>
- Once logged in, administrators should not attempt to log in a second time if they move to a page containing username or password fields. They have the option of creating teacher accounts from this screen.

Users experiencing issues may also contact the Help Desk at 1-800-283-5974 or may click here: <https://www.hmhco.com/product-support/contact-us>. For more information settings in Big Day for PreK, see the [Big Day for PreK Teacher Space Users Guide](#) at the Big Day Product Support site, [www.hmhco.com/product-support/products/big-day-pre-k](http://www.hmhco.com/product-support/products/big-day-pre-k).