



ASCENDER GUIDES



**parent\_update\_security\_information**



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## ASCENDER ParentPortal > My Account > Security Information

### Security Questions

Security questions and answers are used to verify your identity if you have forgotten your password. You can change the question, the answer, or both at any time.

☐ Click **Update Security Question**. A pop-up window opens.

|                 |                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Question</b> | Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.                                                                                                                                                                                                                                                  |
| <b>Answer</b>   | Type the answer to the question.<br><br>You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer.<br><br><b>IMPORTANT:</b> The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters). |

☐ Click **Save**.



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