



ASCENDER GUIDES



parent_update_security_information

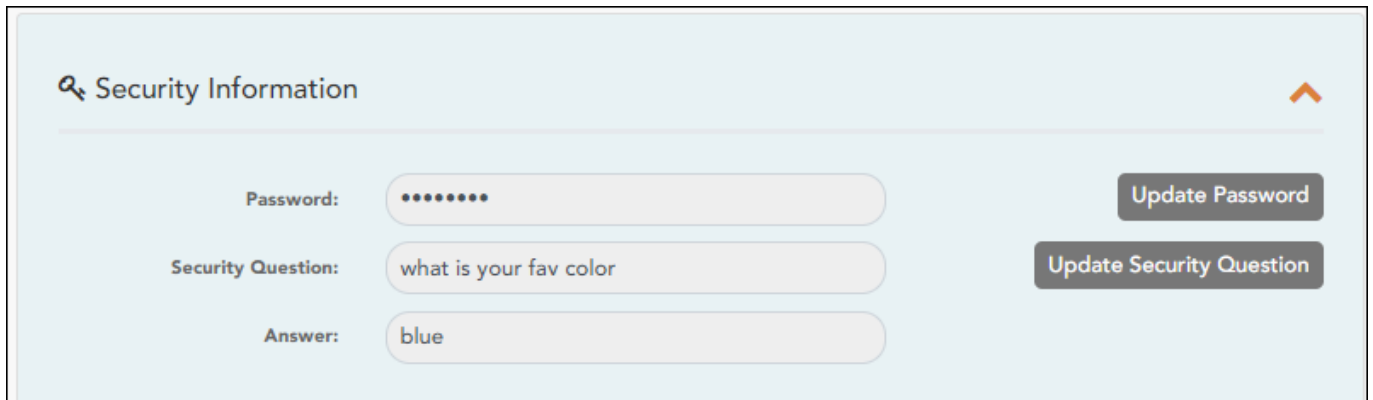
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IV. Update your security information (hint questions).

ASCENDER ParentPortal > My Account > Security Information

Security Questions & Answers

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.

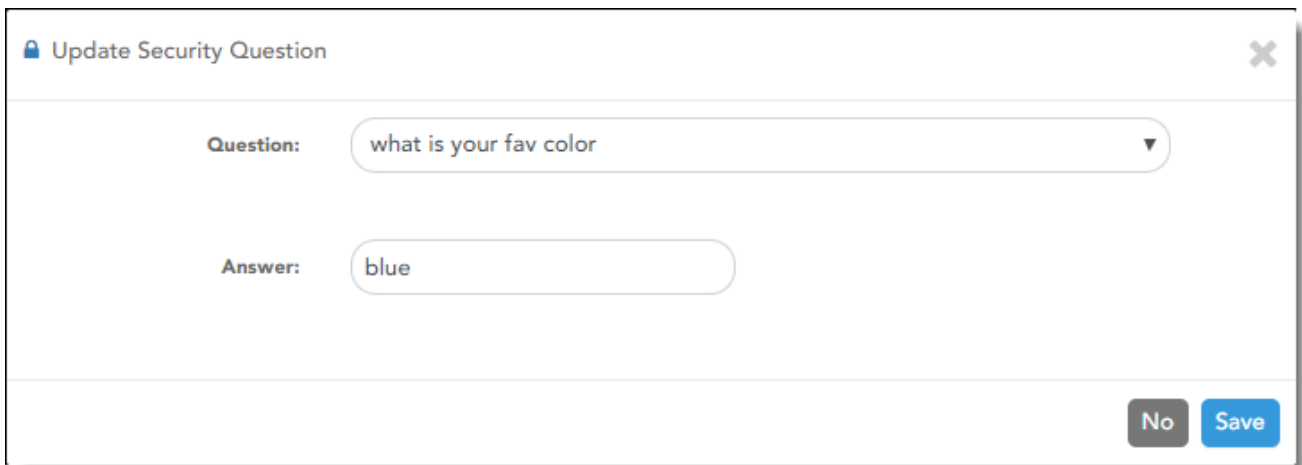


The screenshot shows the 'Security Information' page. It has a search icon and the title 'Security Information' at the top left. Below this, there are three rows of input fields and buttons:

- Password:** A text input field containing seven dots. To its right is a button labeled 'Update Password'.
- Security Question:** A text input field containing 'what is your fav color'. To its right is a button labeled 'Update Security Question'.
- Answer:** A text input field containing 'blue'.

☐ Click **Update Security Question**.

A pop-up window opens.



The screenshot shows a pop-up window titled 'Update Security Question' with a close button (X) in the top right corner. Inside the window, there are two rows of input fields:

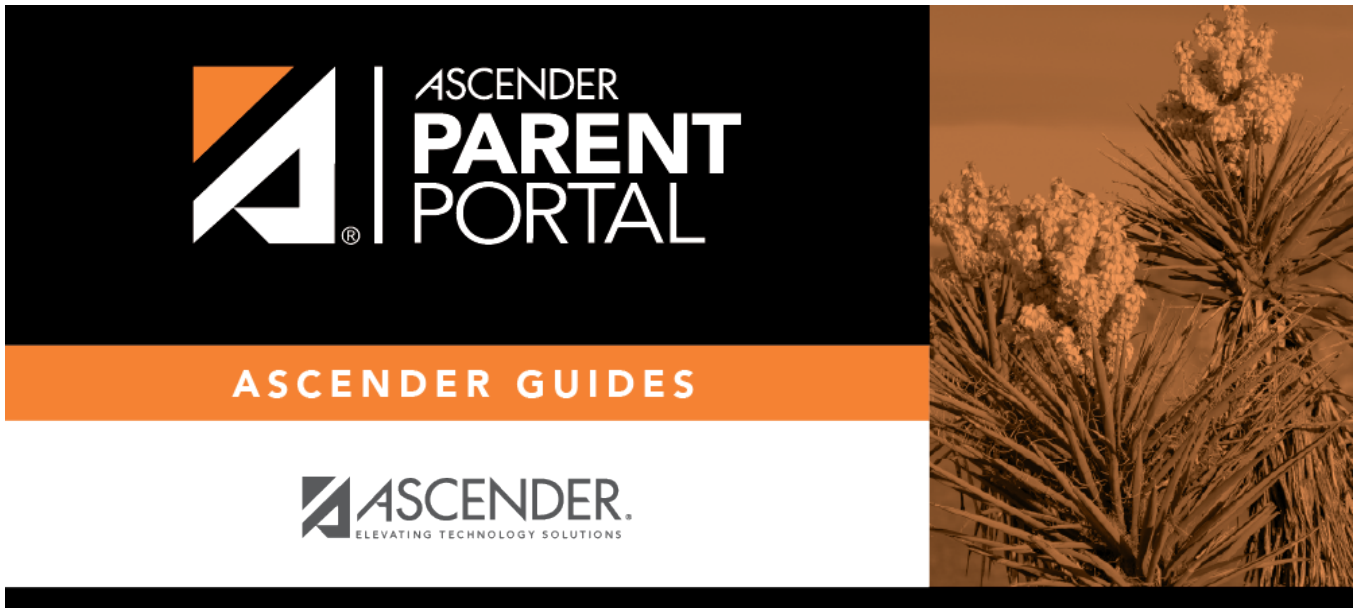
- Question:** A dropdown menu showing 'what is your fav color' with a downward arrow.
- Answer:** A text input field containing 'blue'.

At the bottom right of the window, there are two buttons: 'No' and 'Save'.

Question	Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.
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Answer	Type the answer to the question. 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. IMPORTANT: The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).
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☐ Click **Save**.



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