



ASCENDER GUIDES



**parent\_update\_security\_password**



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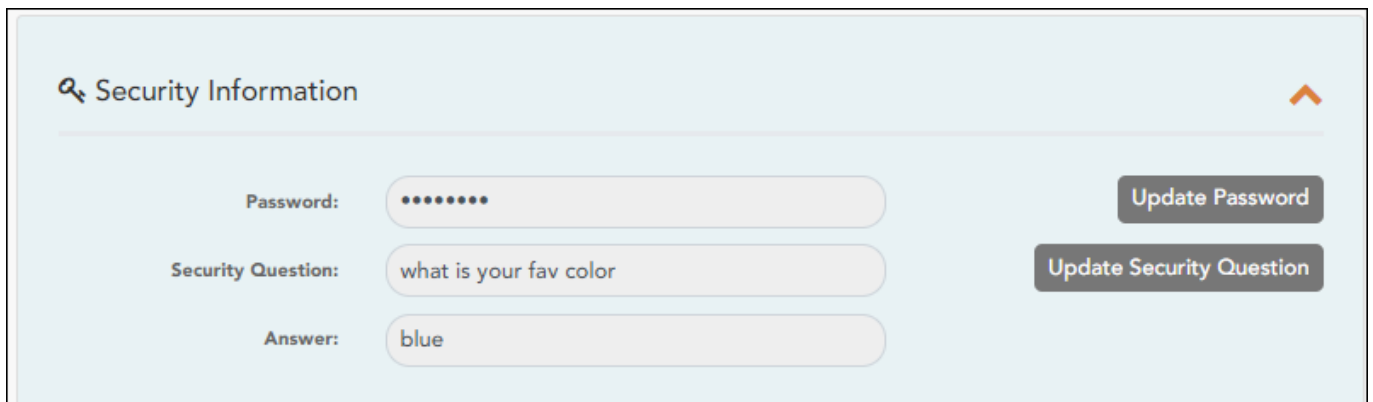


### III. Update your ParentPortal password.

**ASCENDER ParentPortal > My Account > Security Information**

#### Password


**You can update your ParentPortal account password at any time.**



The screenshot shows the 'Security Information' page. It has a light blue header with a magnifying glass icon and the text 'Security Information'. Below the header, there are three input fields: 'Password:' with a masked password '\*\*\*\*\*', 'Security Question:' with the text 'what is your fav color', and 'Answer:' with the text 'blue'. To the right of these fields are two buttons: 'Update Password' and 'Update Security Question'.

☐ Click **Update Password**.

A pop-up window opens:



The screenshot shows a pop-up window titled 'Update Password'. It has a close button (X) in the top right corner. Inside the window, there are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom right of the window are two buttons: 'No' and 'Save'.

<b>Old Password</b>	Type your current password in order to verify your access.
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<b>New Password</b>	Type a password that you will use when you log on to ParentPortal. <ul style="list-style-type: none"><li>• The password must be 8 to 25 alphanumeric characters.</li><li>• Use a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBcd1234).</li><li>• Your password is case sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).</li></ul>
<b>Confirm Password</b>	Retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.

☐ Click **Save**.

The password is changed.



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