



ASCENDER GUIDES



Reset Password (Restablecer contraseña)

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Parent - Retrieve User Name/Reset Password

This page allows you to recover your user name or reset your password.

The screenshot shows a split-screen interface for user recovery. On the left, the 'Recover User Name' section is displayed, featuring a 'Return to Login' button at the top, followed by a 'User Name' input field with the placeholder 'User Name' and an 'Email Address' input field containing 'Example_01@exp.com'. A green 'Recover User Name' button is centered below these fields. On the right, the 'Reset Password' section is shown, starting with a 'User Name' input field with the placeholder 'User Name' and an 'Email Address' input field containing 'Example_01@exp.com'. A green 'Reset Password' button is located at the bottom right of this section. A 'Next' button is positioned to the right of the 'User Name' field in the 'Reset Password' section.

Retrieve User Name

E-mail Type your current email address.

Click **Retrieve User Name**. A message is sent to your email address that contains your User Name.

Return to ParentPortal, and log on using your user name and new password. Once you are logged on, you can reset your password as described above.

Reset Password

User Name Type your User Name.

Click **Next**.

You are prompted to enter the answer to one of your hint questions.

Type the answer and click **Next**.

Password	Type a new password.
Re-enter Password	Re-type a new password.

Click **Finish**.



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