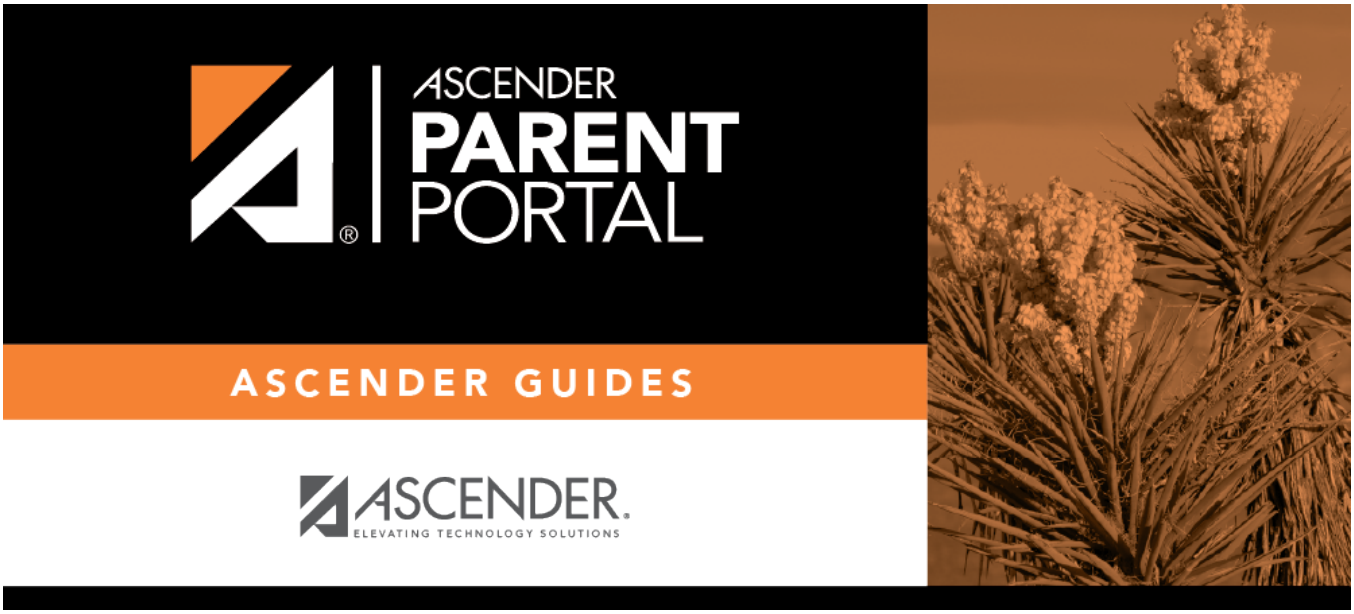


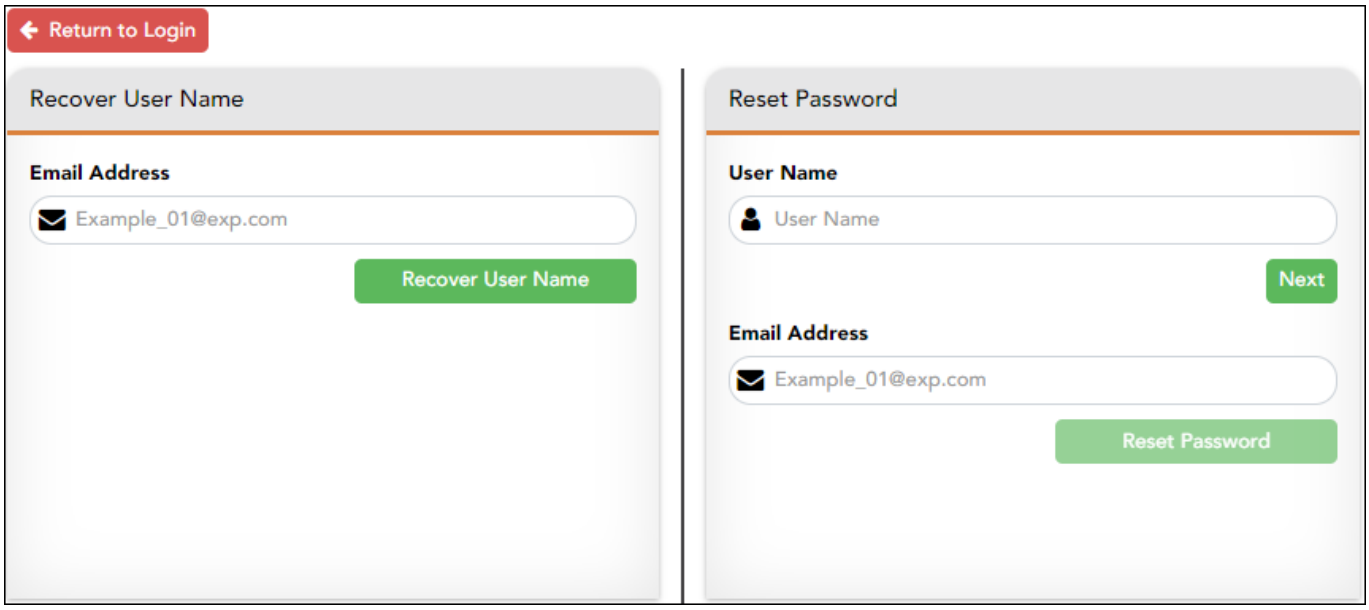

# Reset Password (Restablecer contraseña)

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# Parent - Retrieve User Name/Reset Password

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




## 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**.

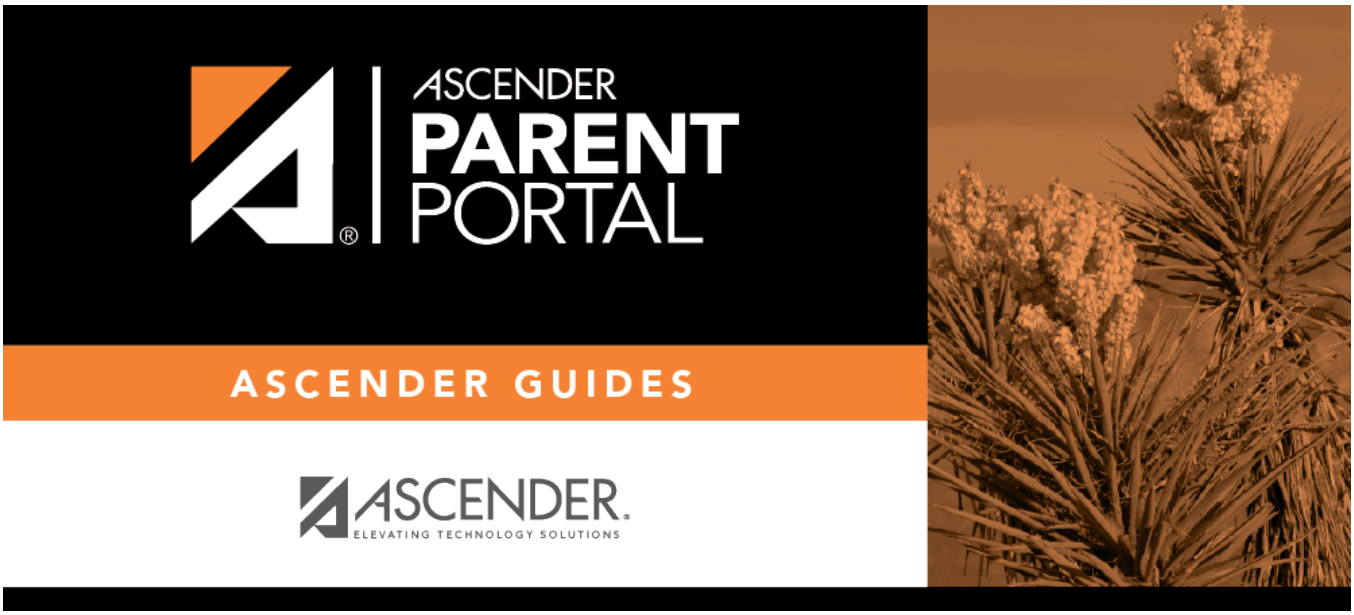
You are prompted to enter the answer to one of your hint questions.

❑ Type the answer and click **Next**.

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

Click **Finish**.

The My Account page opens.


ASCENDER
PARENT
PORTAL
ASCENDER GUIDES
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# Back Cover