




ASCENDER GUIDES



create_user_body

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User Information

User Name	<p>Create a username to identify you in ASCENDER ParentPortal with a combination of letters from your first and last name.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • 6-25 alphanumeric characters • Unique (no one else in the district is using it) • Not case-sensitive
Password	<p>Type a password that you will use when you log on to ASCENDER ParentPortal.</p> <p>A show/hide toggle  allows you to view or mask the characters you are typing.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • 8-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Re-enter Password	Re-enter your password to verify that you typed it as intended.

Email Address	<p>(Required) Type your email address. You cannot enter an address that is already in use.</p> <p>NOTE: If you have multiple students associated with your account, the email address listed for the guardian at your student's campus must match for ALL students associated with your ParentPortal account in order for Registration features to be activated, and the email address must be validated.</p>
Mobile Number	Type your ten-digit mobile number. You cannot enter a number that is in use.

❑ Click **Next**.

Security Question

The screenshot shows the 'Security Question' step of a three-part process (User Information, Security Question, Complete). A progress bar at the top indicates the current step. Below the progress bar, a message states: 'This information will assist you in resetting a lost password.' The main form area contains a 'Select Question:' dropdown menu with the option 'What was the name of your first pet?' selected. Below this is an 'Answer:' text input field with a placeholder 'Answer' and a toggle icon. At the bottom right, there are three buttons: 'Back' (green), 'Next' (green), and 'Cancel' (red).

Select Question	Select a question. If you need to reset your password, you will be asked this question.
Answer	<p>Type the answer to the question.</p> <p>You will need to answer this question correctly to recover your password. Be sure to select a question for which you will remember the answer easily.</p> <p>IMPORTANT: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).</p>

❑ Click **Next**.

The screenshot shows the 'Complete' step of the three-part process. The progress bar at the top has the 'Complete' step highlighted. The main area displays the message: 'Your ASCENDER ParentPortal account has been created.' At the bottom right, there is a green 'Finish' button.

❑ Click **Finish**.

- The [My Account](#) page opens where you can add a student to your account and update your security and contact information.

- If you entered an email address or mobile number, you will receive a notification message containing a verification link.

NOTE: If you are not listed as a contact or as a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.



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