



ASCENDER GUIDES



create_user_body


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User Information

The screenshot displays the 'User Information' form within the ASCENDER ParentPortal. At the top, there are four tabs: 'Login', 'Create Account', 'New Student Enrollment', and 'ISDDocuments'. Below these is a progress bar with three steps: 'User Information' (active), 'Security Question', and 'Complete'. The form fields are as follows:

- User Name:** A text input field with a person icon and placeholder text 'User Name'.
- Password:** A text input field with a key icon, placeholder text 'Password', and an eye icon for toggling visibility.
- Password Verification:** A text input field with a key icon, placeholder text 'Password Verification', and an eye icon for toggling visibility.
- Email Address:** A text input field with an envelope icon and placeholder text 'Example_01@exp.com'.
- Mobile Number (10 digits):** A text input field with a phone icon and placeholder text 'Ex.(210)123-1234'.

At the bottom right of the form, there are two buttons: 'Next' (green) and 'Cancel' (red).

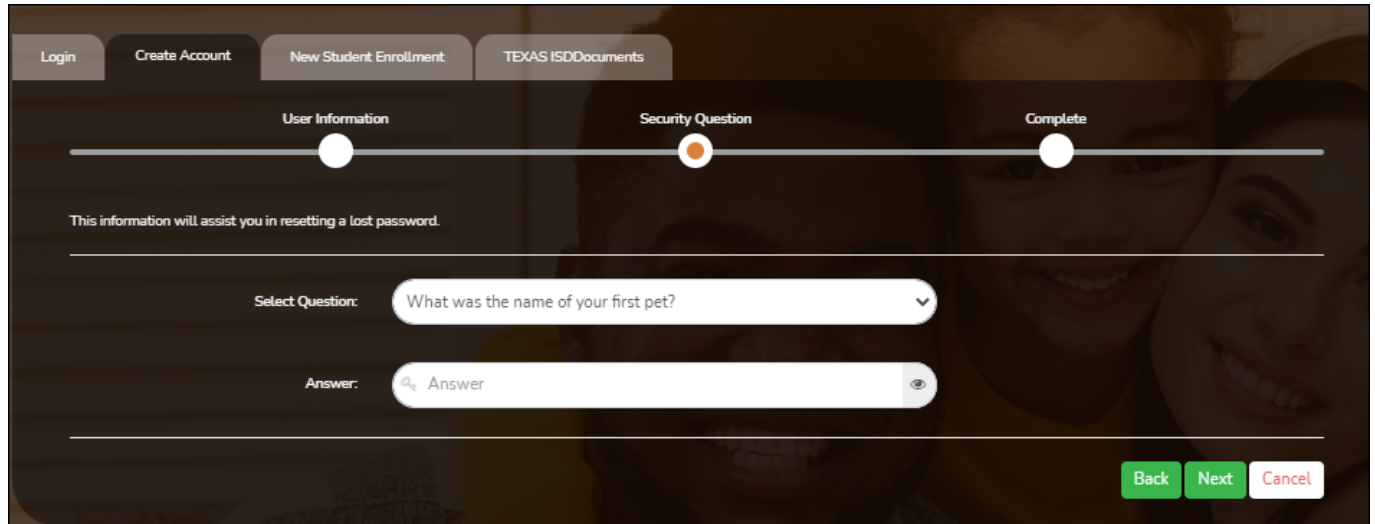
User Name	<p>Create a username to identify you in ASCENDER ParentPortal with a combination of letters from your first and last name.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • 6-25 alphanumeric characters • Unique (no one else in the district is using it) • Not case-sensitive
Password	<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
Password Verification	<p>Re-enter your password to verify that you typed it as intended.</p>

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>
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Mobile Number

Type your ten-digit mobile number. You cannot enter a number that is in use.

☐ Click **Next**.

Security Question

Select Question

Select a question. If you need to reset your password, you will be asked this question.

Answer

Type the answer to the question.

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.

IMPORTANT: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).

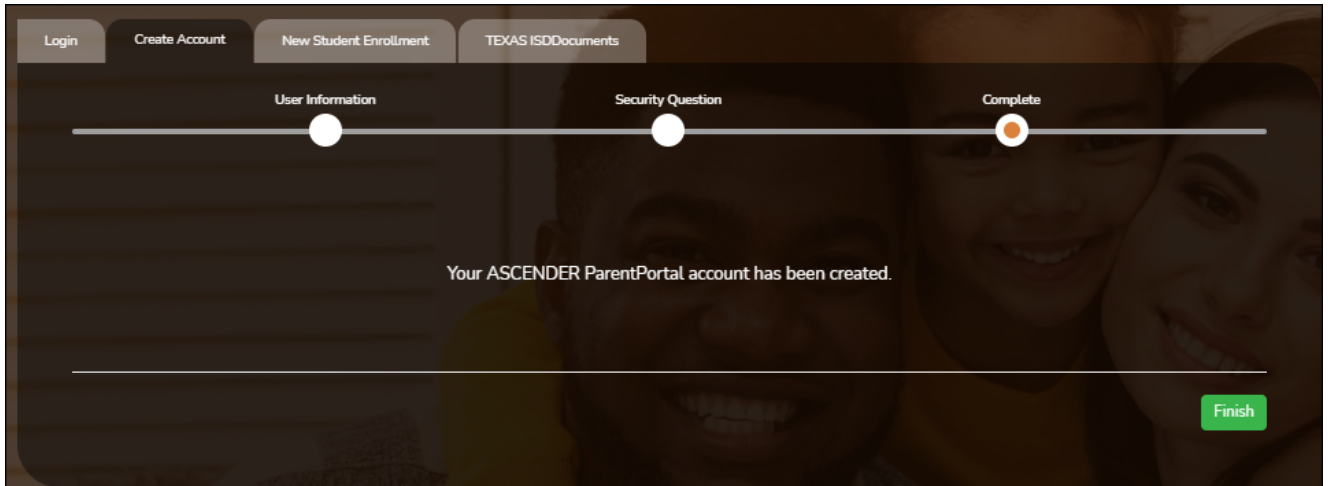
☐ Click **Next**.

License Agreement

Review and accept the End User License Agreement (EULA) for ASCENDER. This agreement must be accepted in order to proceed.

☐ Select **Accept**.

☐ Click **Next**.



Complete

☐ 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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