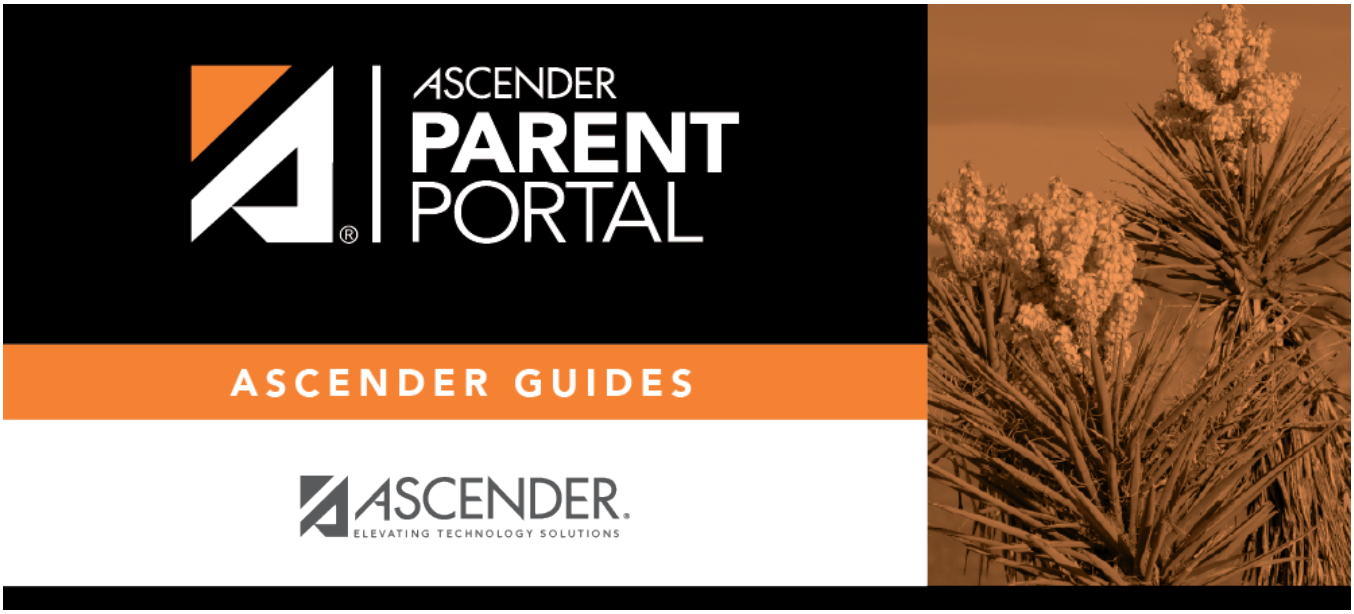
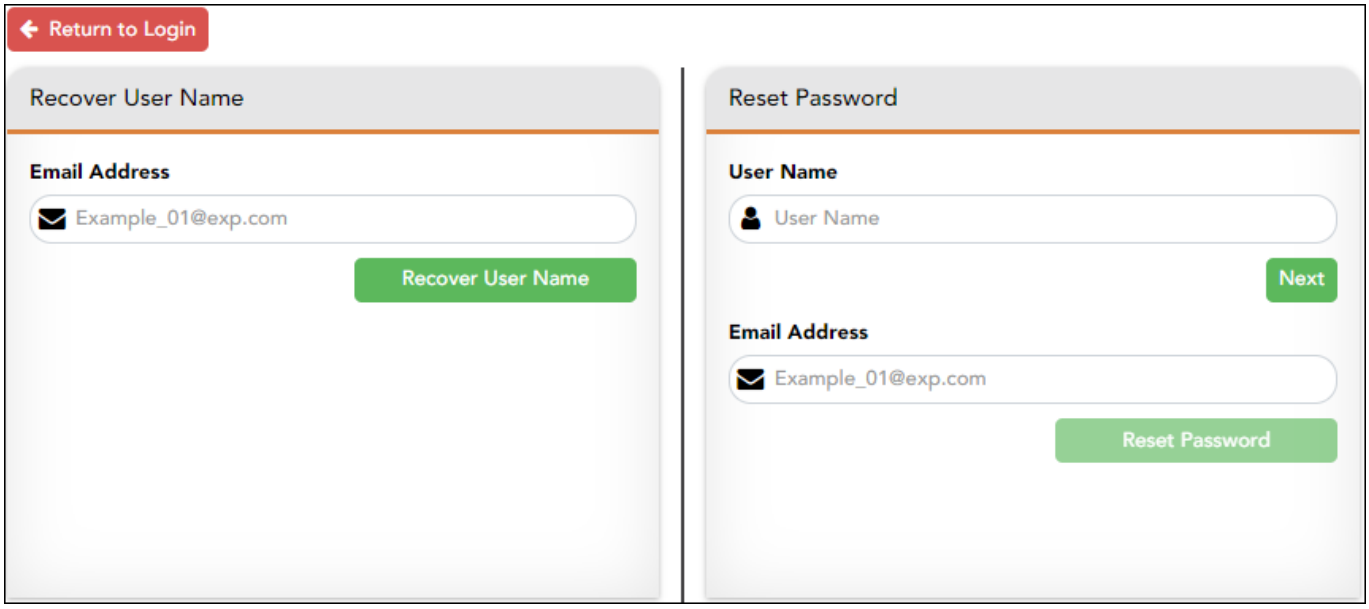


forgotpassword_body

Table of Contents

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

You have two options for resetting your password: By User Name and By Email Address.

By User Name:

User Name	Type your User Name.

❑ Click **Next**.

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

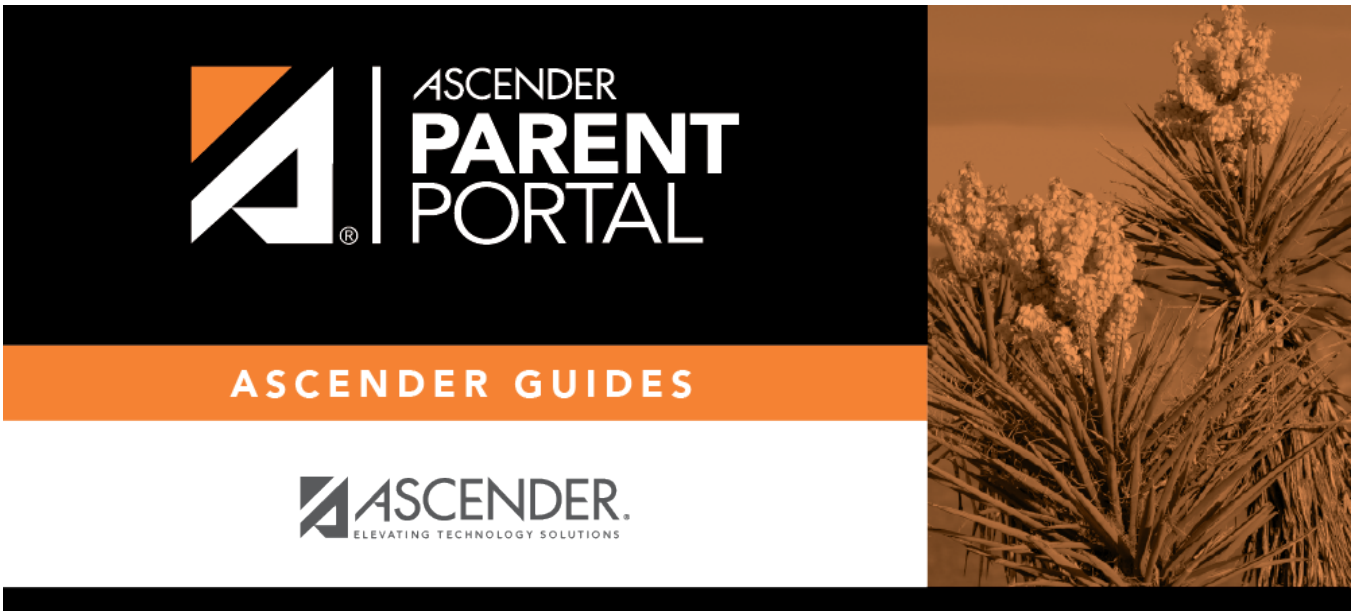
❑ Type the answer and click **Next**.

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

Click **Finish**.

The My Account page opens.

By Email Address:


ASCENDER
PARENT
PORTAL
ASCENDER GUIDES
ASCENDER.
ELEVATING TECHNOLOGY SOLUTIONS

Back Cover