



ASCENDER GUIDES



**forgotpassword\_body**



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

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Recover User Name


Email Address

 Example\_01@exp.com

Recover User Name


Reset Password

User Name

 User Name

Next

Email Address

 Example\_01@exp.com

Reset 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 password.

## 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**.

<b>Password</b>	Type a new password.
<b>Re-enter Password</b>	Re-type a new password.

Click **Finish**.

The My Account page opens.

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### By Email Address:

<b>Email Address</b>	Type your email address.
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☐ Click **Reset Password**.

A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

☐ Click **Cancel** to close the message.

Return to ParentPortal, and log on using your user name and password.



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