



ASCENDER GUIDES



forgotpassword_body

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

[← Return to Login](#)

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.
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☐ 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:

Email Address	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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