



# Employee Guide: Create Account & Login



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# Employee Guide: Create Account & Login

Welcome to ASCENDER EmployeePortal. This application provides you with access to various employee data inquiries and maintenance features.

Your local education agency (LEA) determines the pages and data fields that can be viewed and/or edited in EmployeePortal. If you have questions, contact your EmployeePortal administrator.

## Before You Begin

Review the [ASCENDER EmployeePortal Navigation](#) page to familiarize yourself with the portal.



**TIP:** If you have any new notifications from EmployeePortal, you will see the number of pending notifications in the top-right corner of the page. Hover over the bell icon to view your notifications. Or, click the bell icon to view the notifications page. After you have read your notifications, click the eye icon to clear your notifications.

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## I. Create Account & Log on to EmployeePortal

To access the ASCENDER EmployeePortal, you must log on.

- If you are a new user and do not have an ASCENDER EmployeePortal account, you must create an account.

1. [Log in as a new user.](#)

### **ASCENDER EmployeePortal > Create Account**

If you are a new user, access the EmployeePortal link provided by your LEA. When you access EmployeePortal, the Login page is displayed.



From the Login page, click **Create Account**.



## User Information



<b>Employee Number or Social Security Number</b>	Depending on your LEA's settings, you are prompted to enter either your employee number or your nine-digit social security number.
<b>Date of Birth</b>	Type your birth date in the mm/dd/yyyy format.
<b>Zip Code</b>	Type your five-digit zip code.

Click **Next**.

- The data you entered is verified to ensure that you are authorized to use EmployeePortal.
- If you already created an account, a message is displayed prompting you to contact your personnel department.

- o The **Employee Number** or **Social Security Number**, **Date of Birth**, **Zip Code**, **Last Name**, and **First Name** fields cannot be modified.

## Basic Information

<b>User Name</b>	Type a 6-25 character user name. (No embedded spaces are allowed.) The name must be unique within the LEA; it is not case-sensitive.
<b>Password</b>	Type your password. Requirements: Between 16 and 46 characters. Must include at least one of each of the following character types: <ul style="list-style-type: none"> <li>o Uppercase letters (A-Z)</li> <li>o Lowercase letters (a-z)</li> <li>o Numbers (0-9)</li> <li>o At least one allowed special character</li> </ul> Forbidden characters: space, !, ?, *, &, ^
<b>Password Verification</b>	Retype the password that you typed in the <b>Password</b> field.
<b>Work E-mail</b>	Type the work email address if it does not display. If a work email address already exists, this field cannot be modified.
<b>Work E-mail Verification</b>	Retype the work email address that you typed in the <b>Work E-mail</b> field (if available for modification).
<b>Home E-mail</b>	Type the home email address if it does not display. If a home email address already exists, this field cannot be modified.
<b>Home E-mail Verification</b>	Retype the home email address that you typed in the <b>Home E-mail</b> field (if available for modification).

Click **Next**.

### Security Question



<b>Security Question</b>	Type a question you will be asked in the event that you forget your password at a later date.
<b>Security Answer</b>	Type the answer to the security question. This is case-sensitive.

Click **Next**.

### License Agreement

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

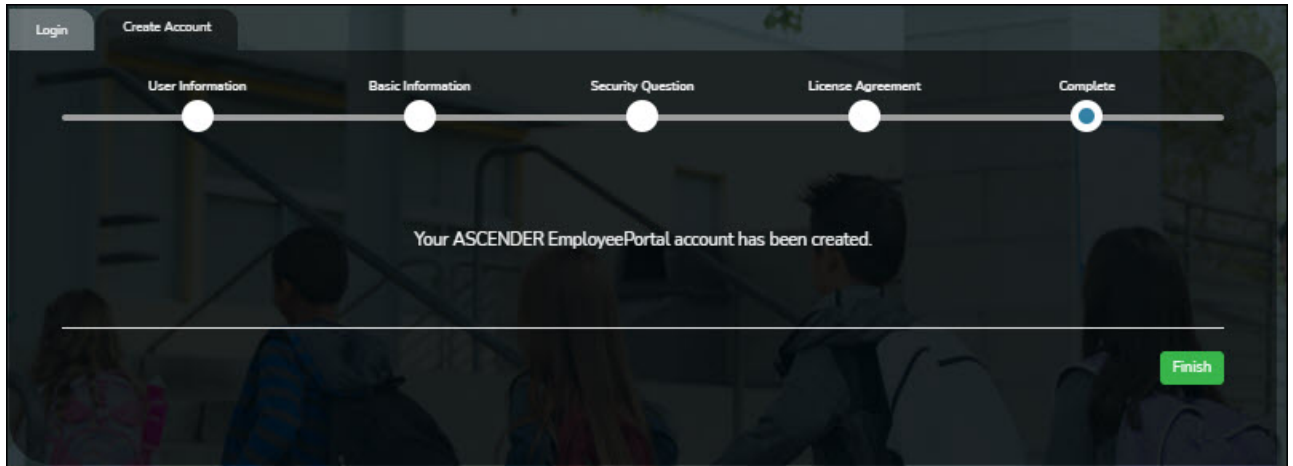


Select **Accept**.

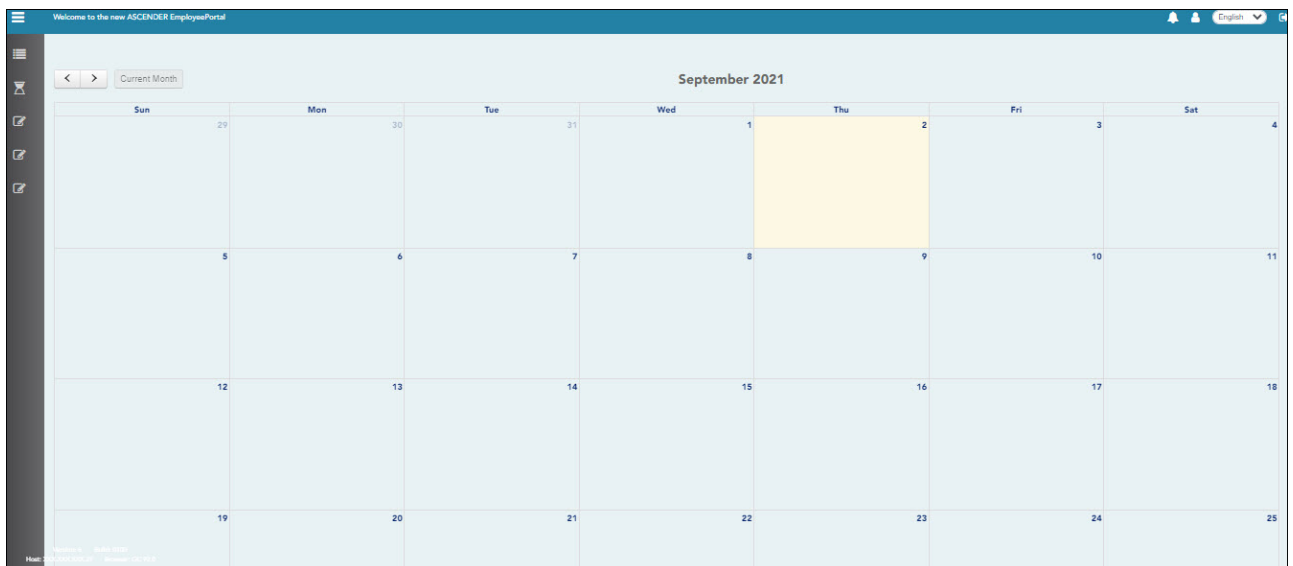
Click **Next**.

### Complete

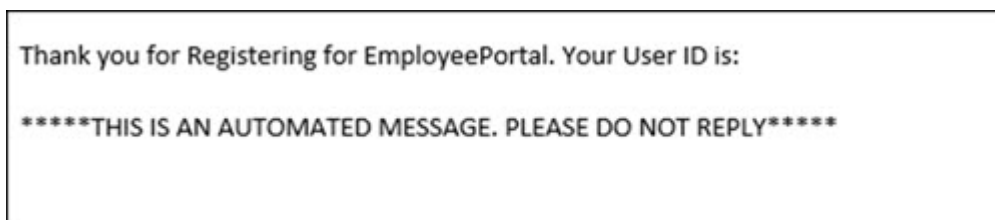
Click **Finish**.



The ASCENDER EmployeePortal homepage is displayed indicating that you have successfully logged on to the portal. A calendar is displayed allowing you to quickly access various functions in the applications such as leave, travel, and WorkJournal requests. You will notice that the current day is highlighted in yellow.



You will receive a confirmation email message containing your user name.



## 2. [Log in as an existing user.](#)

### **ASCENDER EmployeePortal > Login**

Enter the following information:

Field	Description
<b>User Name</b>	Type the user name you entered when you created your ASCENDER EmployeePortal account. Your user name is not case-sensitive.
<b>Password</b>	Type your password. Requirements: Between 16 and 46 characters. Must include at least one of each of the following character types: <ul style="list-style-type: none"> <li>◦ Uppercase letters (A-Z)</li> <li>◦ Lowercase letters (a-z)</li> <li>◦ Numbers (0-9)</li> <li>◦ At least one allowed special character</li> </ul> Forbidden characters: space, !, ?, *, &, ^


Click **Login**. The EmployeePortal homepage is displayed.

**WARNING!** Other password requirements such as the number of invalid password attempts, lockout period, and the number of password expiration days are set by your EmployeePortal administrator.

## II. Manage Login Information

### 1. [Change password.](#)

#### **ASCENDER EmployeePortal > Change Password**

Access the EmployeePortal link provided by your LEA. When you access EmployeePortal, the Login page is displayed. After you have successfully logged on to the portal, the EmployeePortal homepage is displayed. Click your name in the upper-left corner or click  at any time to access the Self-Service Profile page, and then click **Change Password**.

This page is used to change your current password. If you forgot your password, use the [Forgot Password](#) page to reset your password. If you are locked out of your account, contact your LEA's EmployeePortal administrator.

Click **Change Password**. The Change Password pop-up window opens.

**Change Password** ✕

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Old Password

New Password

Confirm Password

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<b>Old Password</b>	Type your old (current) password.
<b>New Password</b>	Type your password. Requirements: Between 16 and 46 characters. Must include at least one of each of the following character types: <ul style="list-style-type: none"> <li>◦ Uppercase letters (A-Z)</li> <li>◦ Lowercase letters (a-z)</li> <li>◦ Numbers (0-9)</li> <li>◦ At least one allowed special character</li> </ul> Forbidden characters: space, !, ?, *, &, ^
<b>Confirm Password</b>	Retype your new password to confirm.

Click **Submit** to update your current password to the new password. Otherwise, click **Cancel** to close the pop-up window without saving the changes. You will receive a confirmation email message notifying you that your password changed.

Your request to change your password was successful.

\*\*\*\*\*THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY\*\*\*\*\*

2. [Forgot password.](#)

**ASCENDER EmployeePortal > Forgot Password**

From the EmployeePortal Login page, click **Forgot Password**. The Forgot Password page is displayed.

This page is used to reset your password if you forgot it. If you are an existing user and you know your current password and want to change it, use the [Change Password](#) page. If you are locked out of your account, contact your EmployeePortal administrator.

Please enter your employee number, date of birth, and zip and click Retrieve.

Employee Number

Date of Birth (mm dd yyyy)

month day year

Zip Code

Retrieve

<b>Employee Number or Social Security Number</b>	Depending on your LEA's settings, you are prompted for either your employee number or your nine-digit social security number.
<b>Date of Birth</b>	Type your birth date in the MMDDYYYY format.
<b>Zip Code</b>	Type your five-digit zip code.

Click **Retrieve**.

- The entered data is verified to ensure that you are authorized to use EmployeePortal.
- The **Employee Number** or **Social Security Number**, **Date of Birth**, **Zip Code**, **Last Name**, and **First Name** fields cannot be modified.

You are prompted to answer the security question that you entered when you created your user account.

Employee Number

Date of Birth

Zip Code

Last Name

First Name

**Please answer your security question (answer is case sensitive) and select the email address to send password.**

maiden name

Work E-mail  @esc20.net

Home E-mail  @yahoo.com

Submit

- In the answer field, type the answer to the security question.
- You have three opportunities to answer the question correctly.
- If the question is not correctly answered, the answer is protected, and you are prompted to call your EmployeePortal administrator to have your user account deleted. Once your user account is deleted, you can use the [Create Account](#) page to create your account again.

Click **Submit**. You are redirected to the EmployeePortal Login page. An email message containing your temporary password is sent to your email address.

Obtain your temporary password from your email and return to the EmployeePortal Login page. The temporary password is only valid for 24 hours.

Type your user name and the temporary password and click **Login**. You are redirected to the [Change Password](#) page. Follow the instructions for changing your password.

### 3. [Forgot user name.](#)

#### **ASCENDER EmployeePortal > Forgot User Name**

From the EmployeePortal Login page, click **Forgot User Name**. The Recover User Name page is displayed.

This page is used to recover your user name if you forgot it.

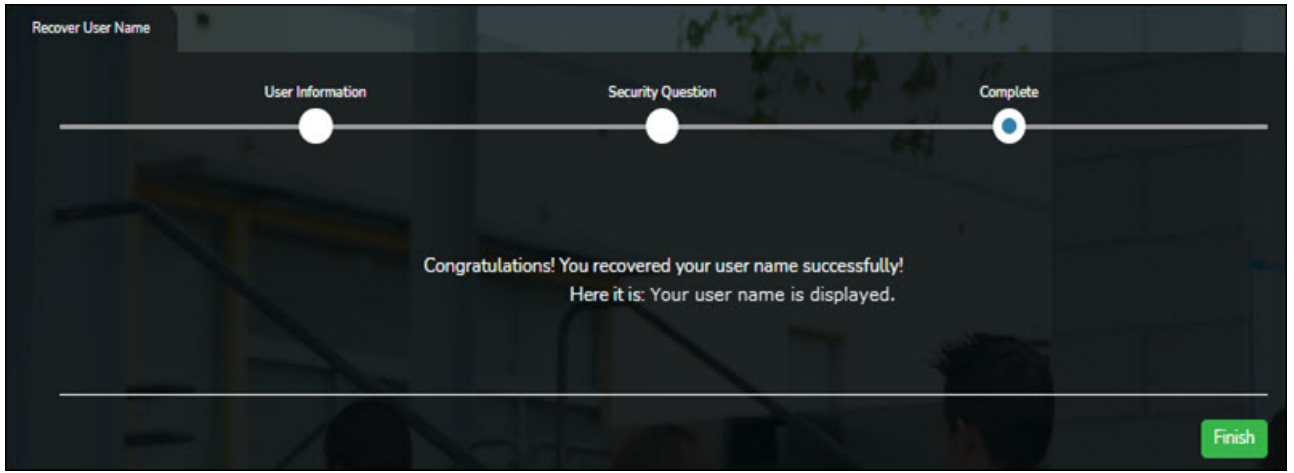
### User Information

<b>Employee Number or Social Security Number</b>	Depending on your LEA's settings, you are prompted for either your employee number or your nine-digit social security number.
<b>Date of Birth</b>	Type your birth date in the MMDDYYYY format.
<b>Zip Code</b>	Type your five-digit zip code.

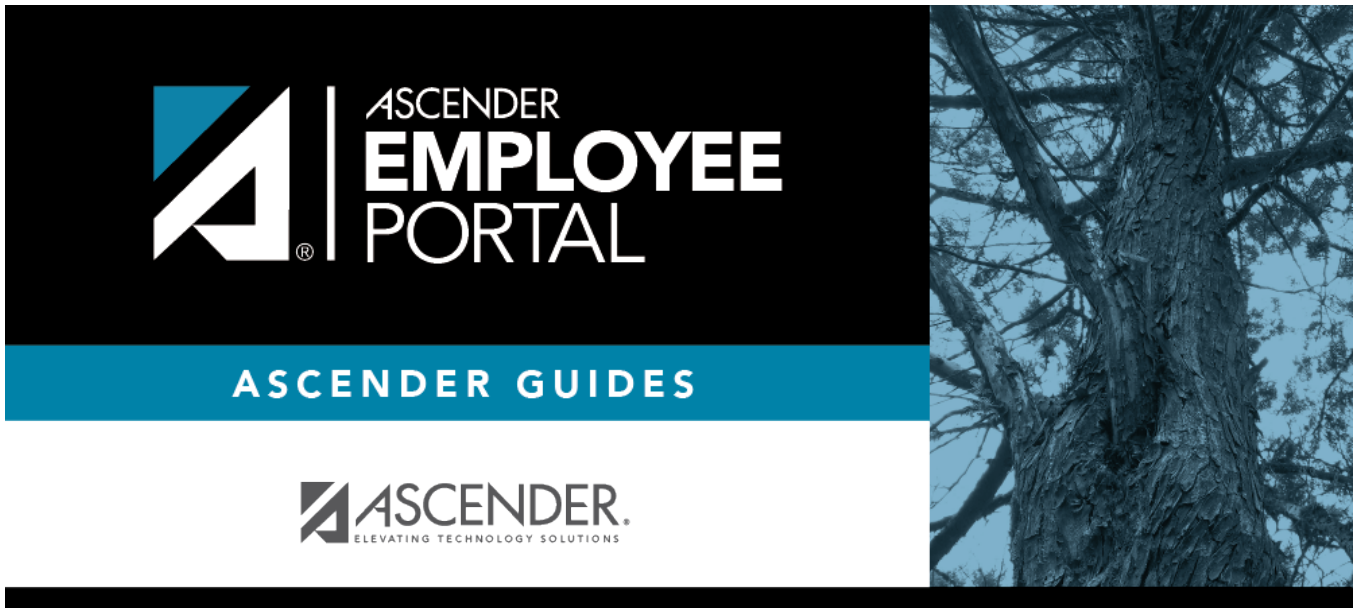
### Security Question

<b>Security Question</b>	Type a question you will be asked in the event that you forget your password at a later date.
<b>Security Answer</b>	Type the answer to the security question. This is case-sensitive.

Click **Next**.



- Click **Finish**. You are redirected to the EmployeePortal Login page.



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