



ASCENDER  
**EMPLOYEE  
PORTAL**

**ASCENDER GUIDES**

**ASCENDER.**  
ELEVATING TECHNOLOGY SOLUTIONS

The graphic features a black background on the left with a white and blue stylized 'A' logo. To the right is a vertical photograph of a tree trunk with a blue tint. The text is arranged in three horizontal sections: the top section contains the 'ASCENDER EMPLOYEE PORTAL' logo, the middle section is a blue bar with 'ASCENDER GUIDES' in white, and the bottom section is white with the 'ASCENDER. ELEVATING TECHNOLOGY SOLUTIONS' logo.



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**ASCENDER EmployeePortal > Forgot Password**

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

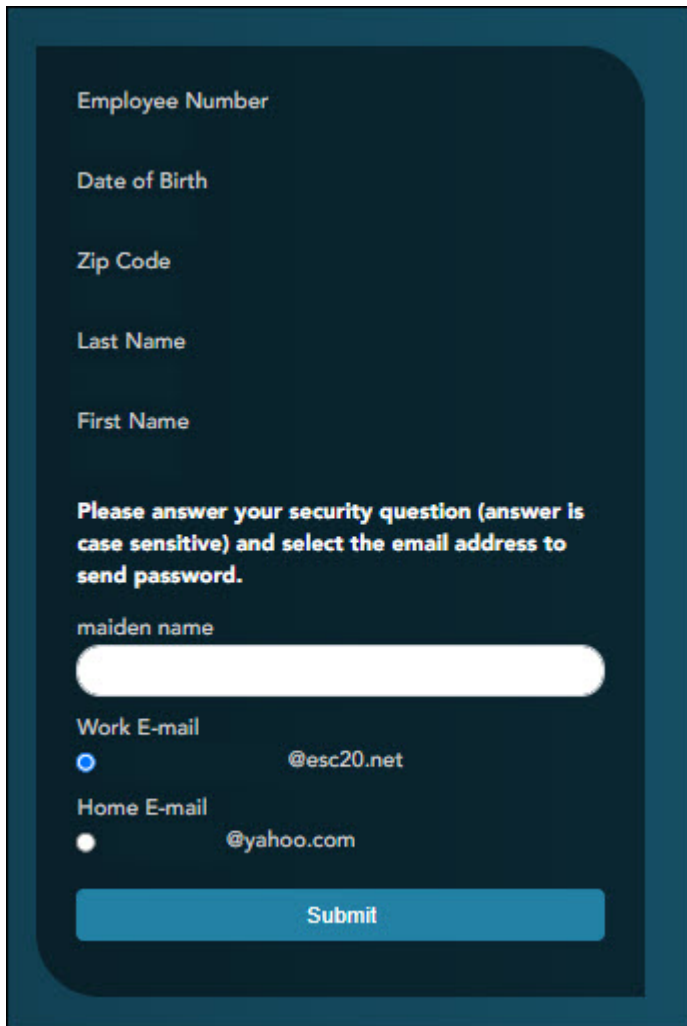
Retrieve

<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.



The screenshot shows a registration form with the following fields and options:

- Employee Number
- Date of Birth
- Zip Code
- Last Name
- First Name
- A security question prompt: "Please answer your security question (answer is case sensitive) and select the email address to send password."
- A "maiden name" text input field.
- Work E-mail: Radio button selected, followed by "@esc20.net".
- Home E-mail: Radio button unselected, followed by "@yahoo.com".
- A blue "Submit" button at the bottom.

- 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.



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