



ASCENDER GUIDES



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Change Password

Click **Change Password**. The Change Password window opens.

Field	Description
Old Password	Type your current EmployeePortal password.
New Password	Type your password. A show/hide toggle  allows you to view or mask the characters you are typing. Requirements: <ul style="list-style-type: none"> • 16-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters Not allowed: [space] ! ? * & ^ Allowed: " # \$ % ' () + , - . / : ; < = > @ [\] _ ` { } ~ <ul style="list-style-type: none"> • Case-sensitive
Confirm Password	Retype the password that you typed in the New Password field to confirm your new password.

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

Forgot Password

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

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

Click **Retrieve**.

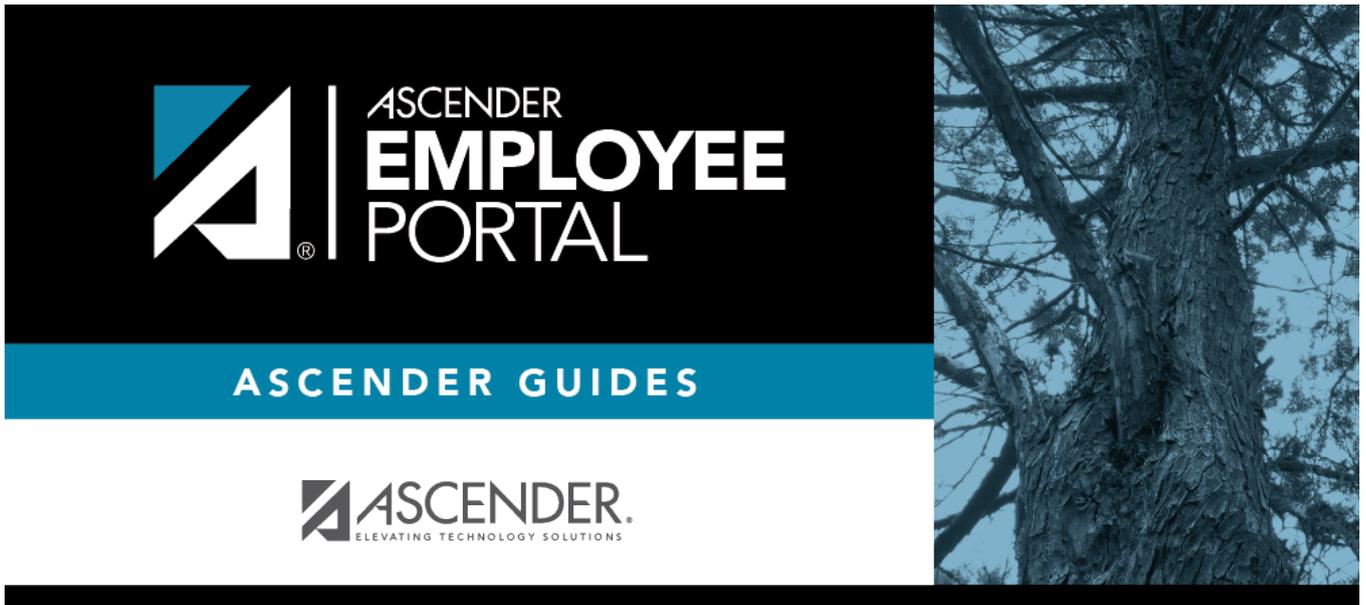
- The entered data is verified to ensure that you are authorized to use EmployeePortal.
- The **Employee Number** or **Social Security Number**, **Date of Birth**, **Zip Code**, **Last Name**, and **First Name** fields cannot be modified.

You are prompted to answer the hint question that you entered when you created your user account. In the hint answer field, type the answer to the hint 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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