



ASCENDER
EMPLOYEE
PORTAL

ASCENDER GUIDES



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ELEVATING TECHNOLOGY SOLUTIONS



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

The screenshot shows the 'Recover User Name' page with a progress bar at the top indicating three steps: 'User Information' (active), 'Security Question', and 'Complete'. Below the progress bar, there are three input fields: 'Employee Number (000100):' with a placeholder 'Employee Number', 'Date of Birth (mm/dd/yyyy):' with a placeholder 'Date of Birth', and 'Zip Code (12345):' with a placeholder 'Zip Code'. At the bottom right, there are 'Next' and 'Cancel' buttons.

User Information

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.

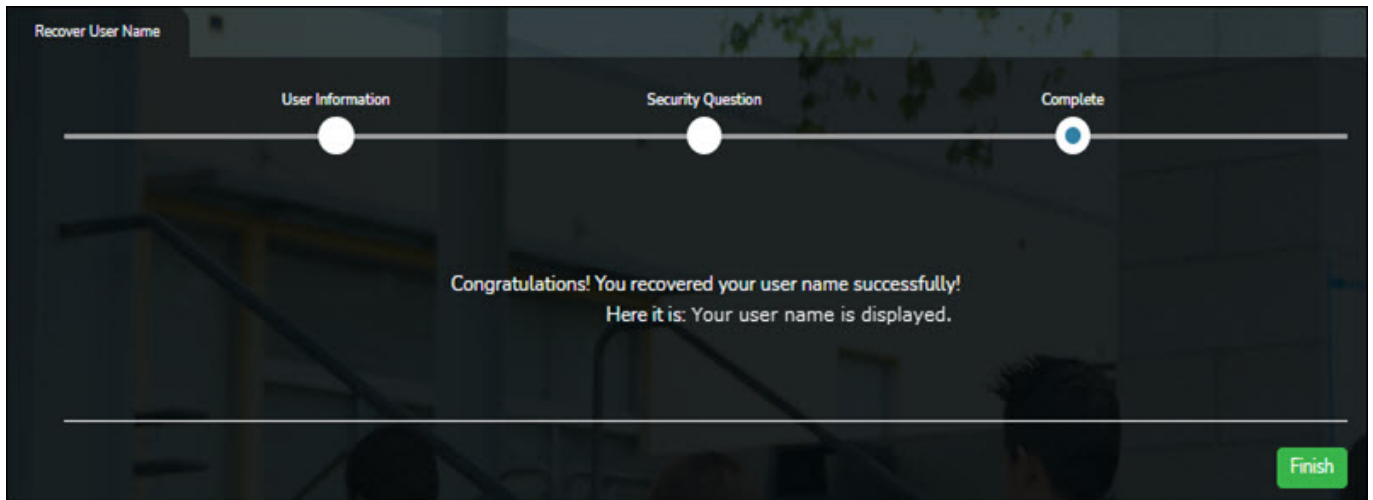
Security Question

The screenshot shows the 'Recover User Name' page with the progress bar updated: 'User Information' is inactive, 'Security Question' is active, and 'Complete' is inactive. The main content area prompts the user to 'Answer Security Question to verify identity'. It displays 'Security Question: Your security question is displayed.' and a 'Security Answer:' input field with a placeholder 'Security Answer'. At the bottom right, there are 'Back', 'Next', and 'Cancel' buttons.

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

❑ Click **Next**.

Your user name is displayed.



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



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