



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.

User Information

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 two buttons: 'Next' (green) and 'Cancel' (white with red border).

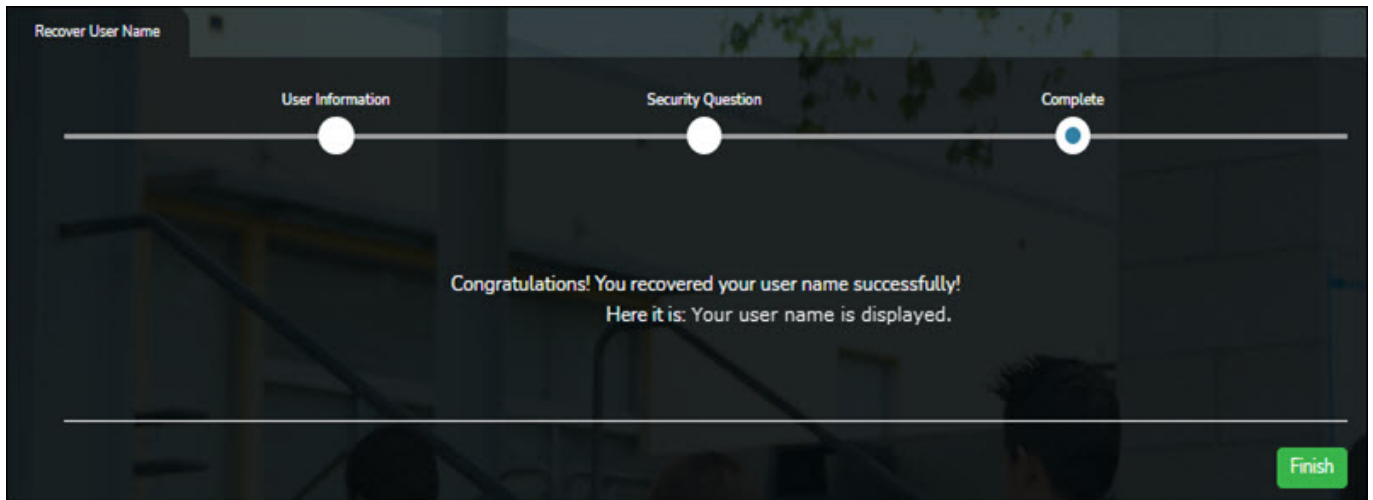
Employee Number or Social Security Number	Depending on your LEA's settings, you are prompted for either your employee number or your nine-digit social security number.
Date of Birth	Type your birth date in the MMDDYYYY format.
Zip Code	Type your five-digit zip code.

Security Question

The screenshot shows the 'Recover User Name' page with a progress bar at the top indicating three steps: 'User Information', 'Security Question' (active), and 'Complete'. Below the progress bar, the text 'Answer Security Question to verify identity' is displayed. Underneath, there is a line for the 'Security Question' with the text 'Your security question is displayed.' and a text input field for the 'Security Answer' with a placeholder 'Security Answer'. At the bottom right, there are three buttons: 'Back' (green), 'Next' (green), and 'Cancel' (white with red border).

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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