



## Member Guide: Create Account & Login



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# Member Guide: Create Account & Login

Welcome to ASCENDER MemberPortal. This portal allows you to view grant details and create/submit budget revision and reimbursement requests to your fiscal agent.



Upon initial account creation or log on to the portal, the End User License Agreement (EULA) for ASCENDER is displayed. Users must accept the agreement in order to proceed. This agreement must be accepted on an annual basis.

## Before You Begin

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

## Create a MemberPortal Account & Log on

To access the ASCENDER MemberPortal, you must log on.

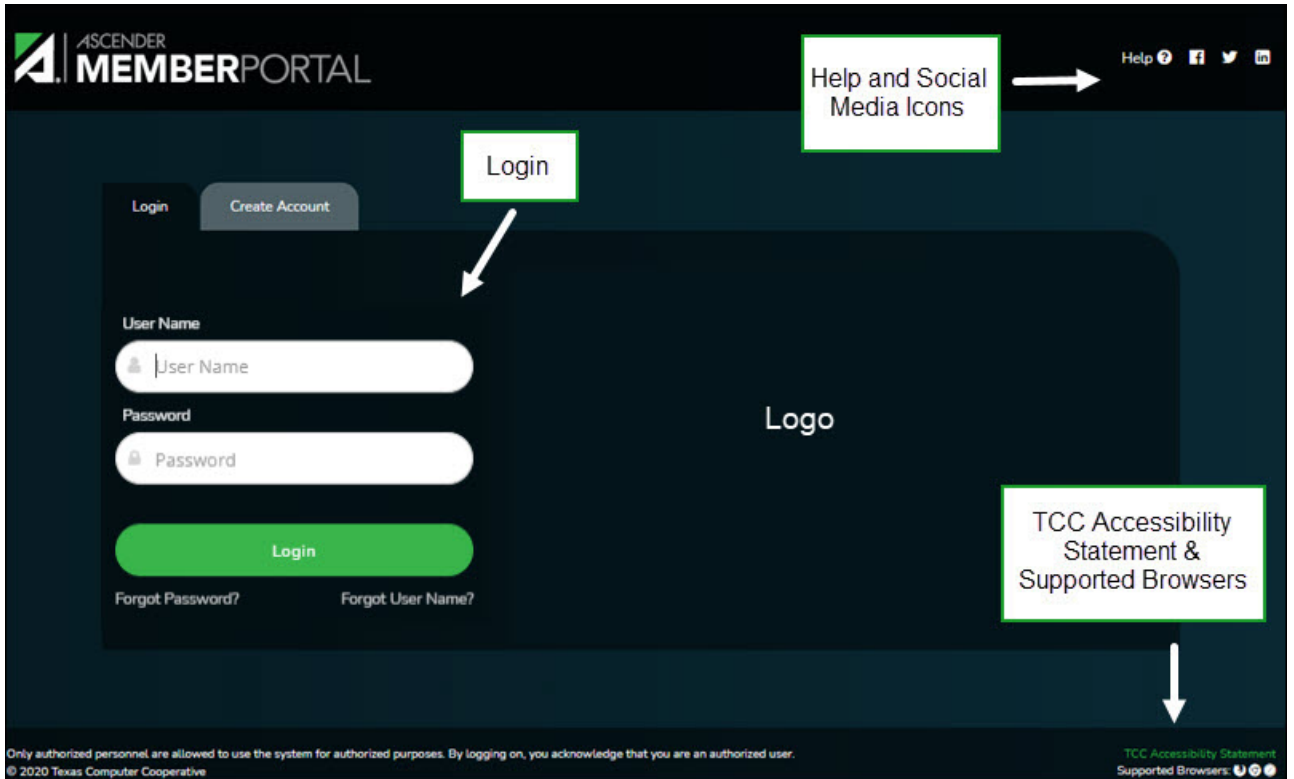
- If you are a new user and do not have an ASCENDER MemberPortal account, you must create an account.
- In some cases, your fiscal agent will create your account and provide you with a user name and password. In this scenario, use the information provided to log on. Upon initial logon, you will be prompted to reset your password and set up a security question.

At any point in the wizard, you can click **Back** to return to the previous page or click **Cancel** to cancel the process and return to the Login page.

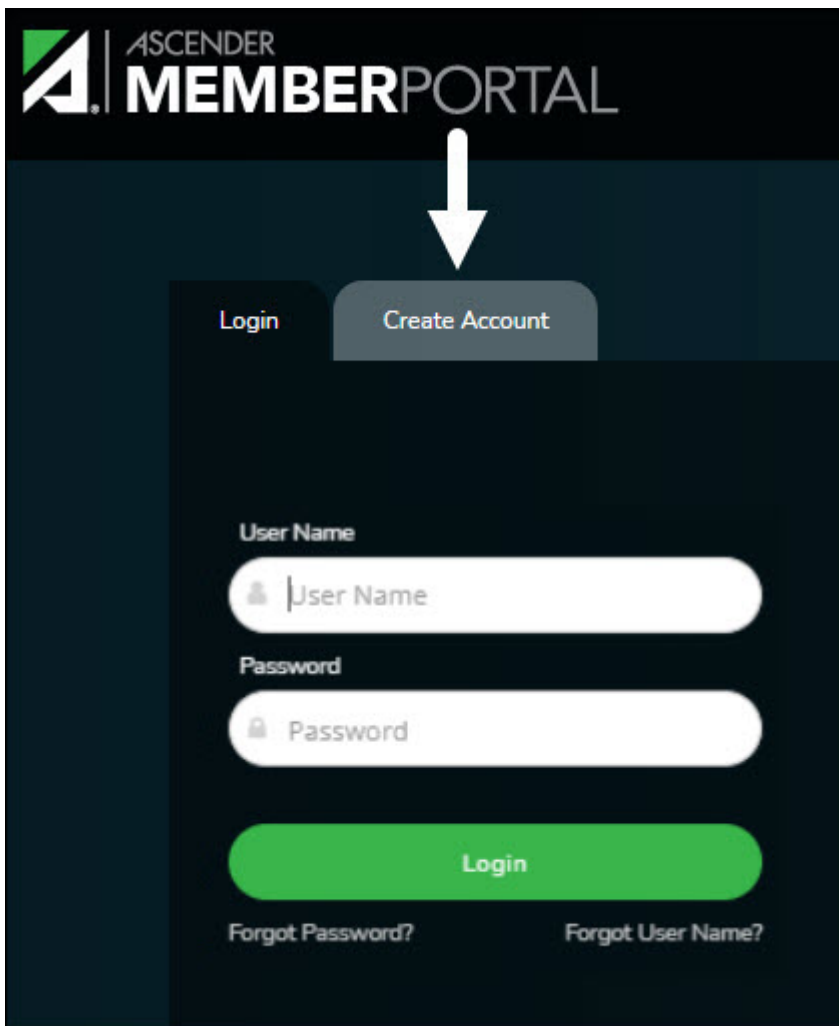
1. [Log in as a new user.](#)

### ***ASCENDER MemberPortal > Create Account***

If you are a new user, access the MemberPortal link provided by your fiscal agent. When you access MemberPortal, the Login page is displayed.



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



### User Information

<b>First Name</b>	Type your first name. The field can be a maximum of 50 characters.
<b>Last Name</b>	Type your last name. The field can be a maximum of 50 characters.
<b>E-mail</b>	Type your email address. The field can be a maximum of 250 characters.

Click **Next**.

If you already created an account, a message is displayed prompting you to contact your fiscal agent.

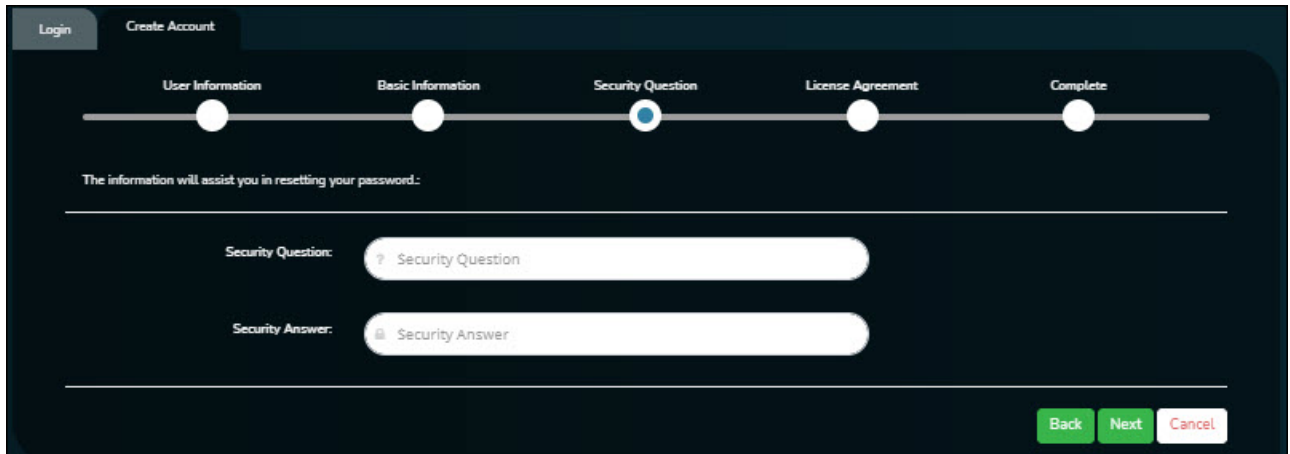
### Basic Information

<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.
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<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> </ul> At least one allowed special character  Forbidden characters: space, !, ?, *, &, ^
<b>Password Verification</b>	Retype the password that you typed in the <b>Password</b> field.

Click **Next**.

### Security Question

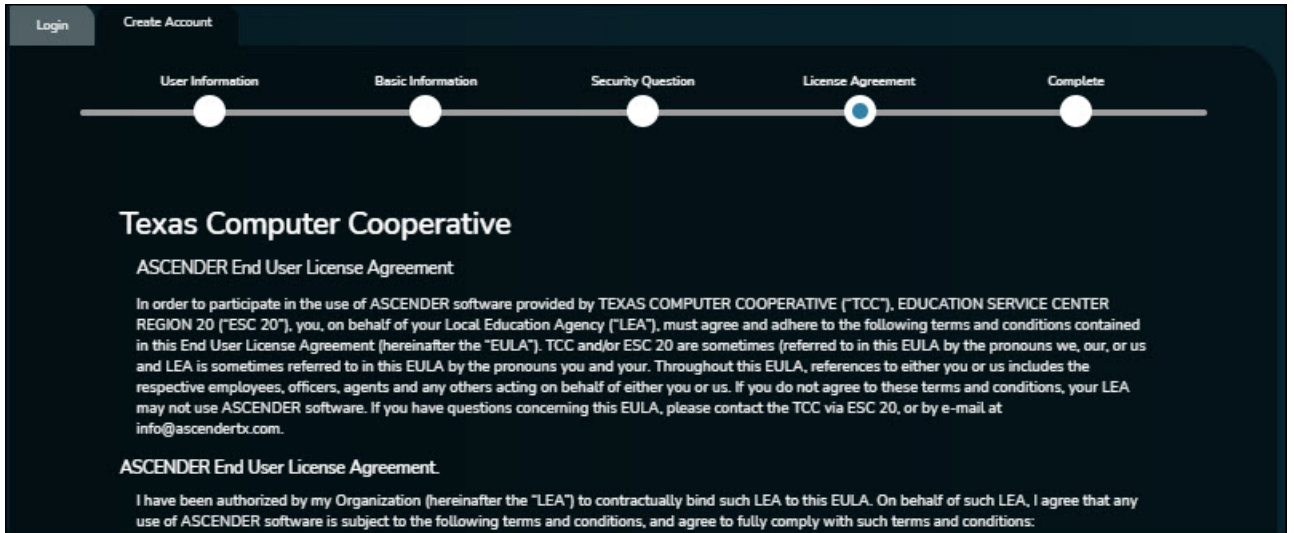


<b>Security Question</b>	Type a question you will be asked in the event that you forget your password at a later date.
<b>Security Answer</b>	Type the answer to the security question. This is case-sensitive.

Click **Next**.

### License Agreement

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

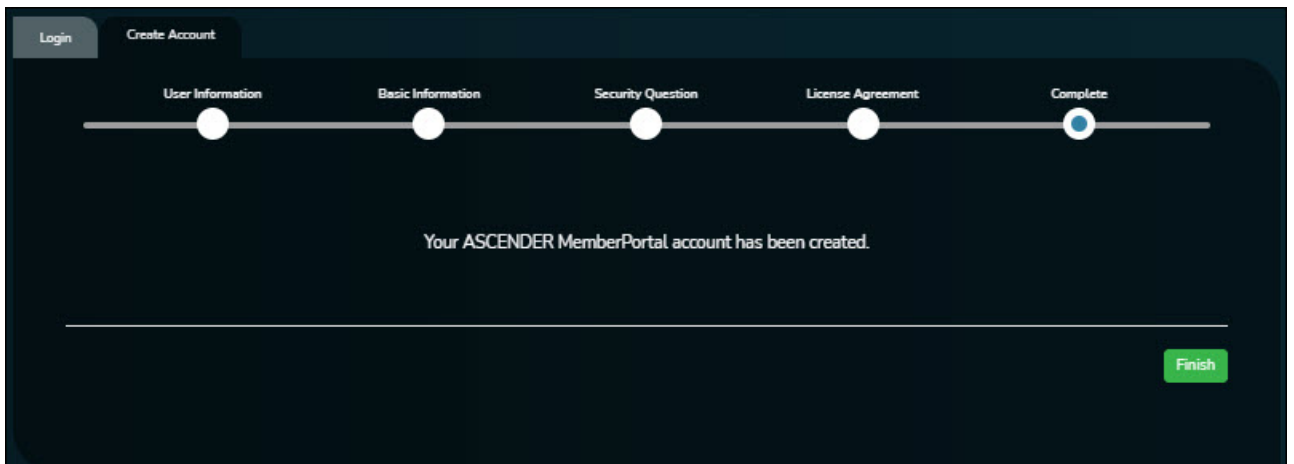


Select **Accept**.

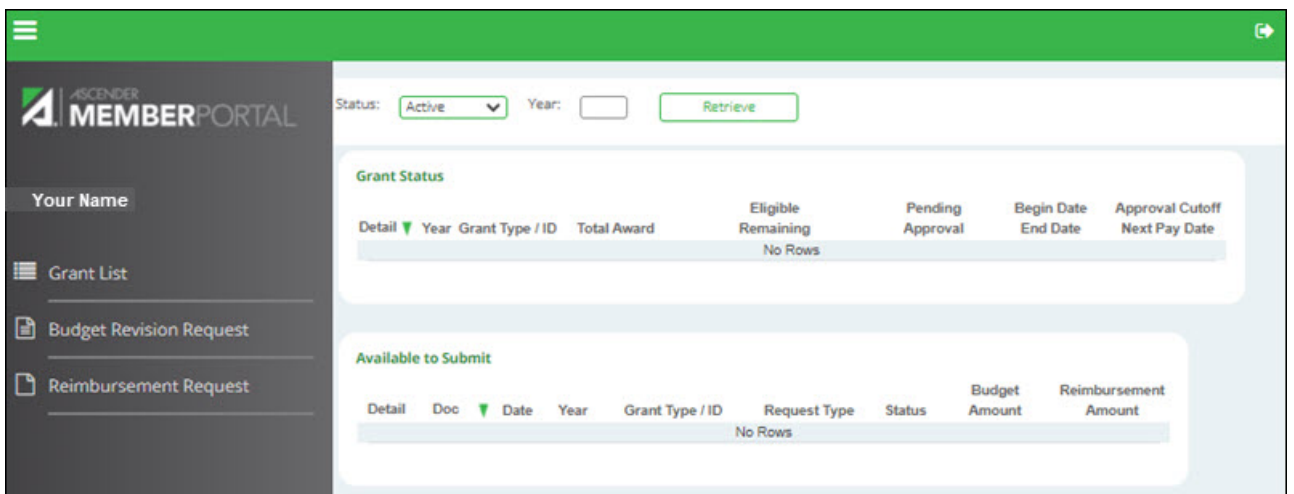
Click **Next**.

**Complete**

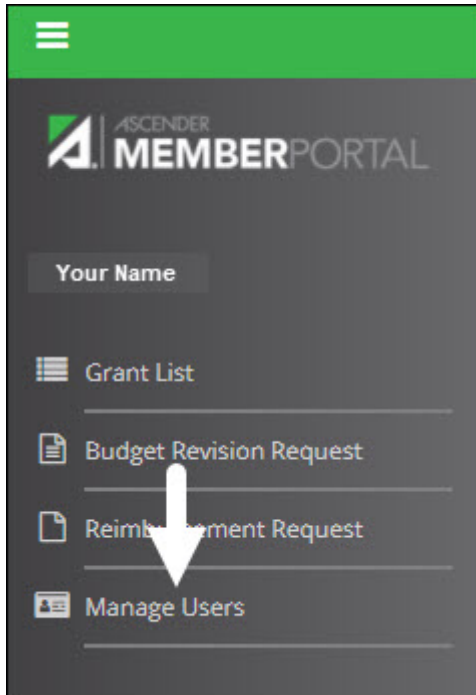
Click **Finish**.



The ASCENDER MemberPortal opens and displays the Grant List page indicating that you have successfully logged on to the portal.



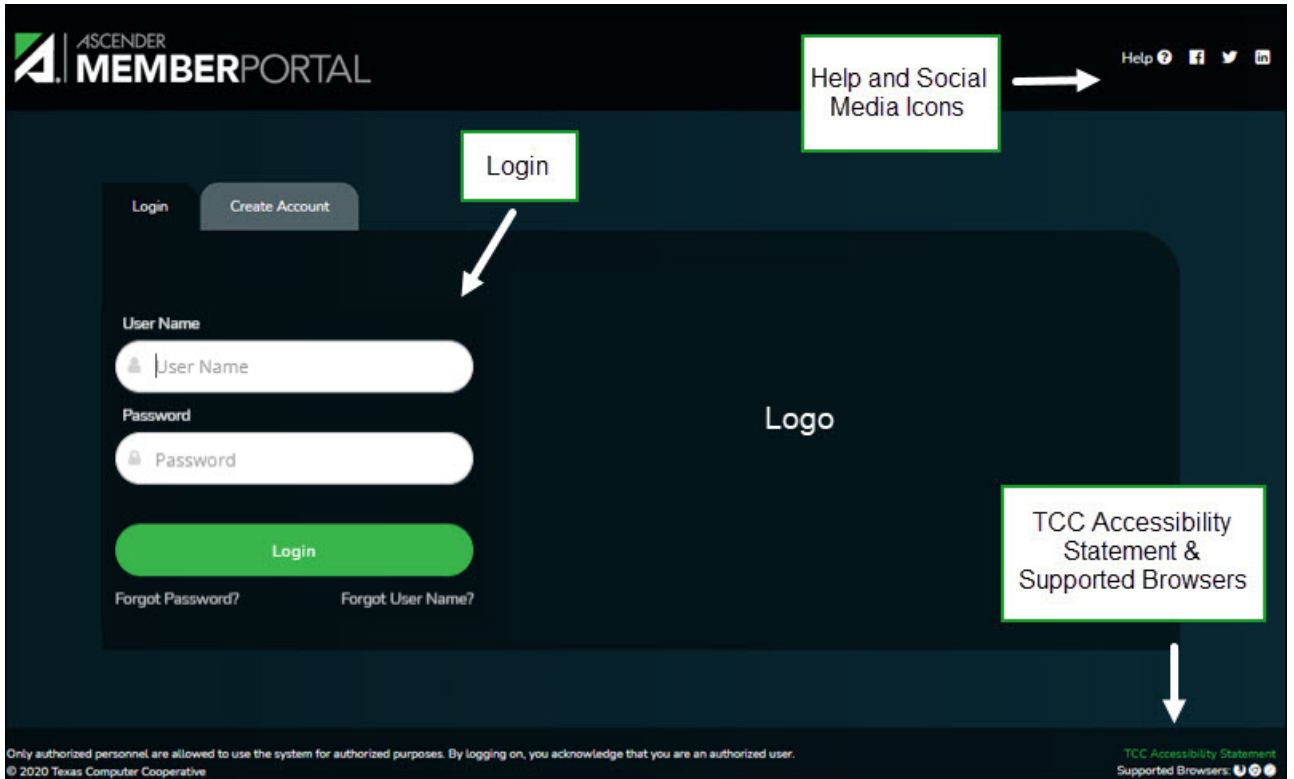
Admin users will have an additional menu item listed under Reimbursement Requests.



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

### **ASCENDER MemberPortal > Login**

If you are an existing user, access the MemberPortal link provided by your fiscal agent. When you access MemberPortal, the Login page is displayed.



<b>User Name</b>	Type the user name you entered when you created your ASCENDER MemberPortal 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 ASCENDER MemberPortal opens and displays the Grant List page indicating that you have successfully logged on to the portal.

**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 administrator.

3. [Forgot user name.](#)

**ASCENDER MemberPortal > Forgot User Name**

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

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

**User Information**

**E-mail** Type the email address tied to your MemberPortal account.

**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 MemberPortal Login page.

4. [Forgot password.](#)

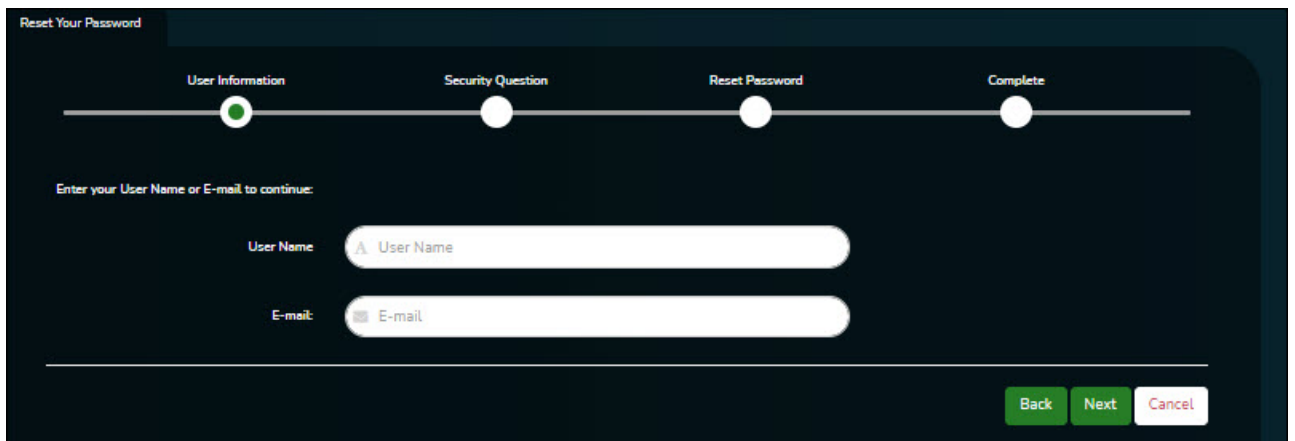
**ASCENDER MemberPortal > Forgot Password**

This page is used to reset your password if you forgot it.

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

You can enter either your user name or email address to begin the forgot password process.

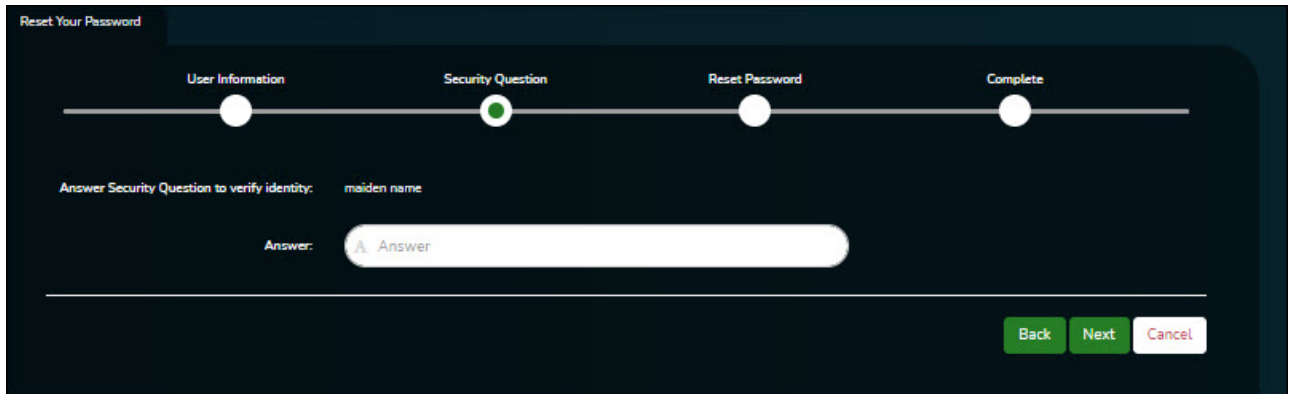
**User Information**



<b>User Name</b>	Type your MemberPortal user name.
<b>E-mail</b>	Type the email address tied to your MemberPortal account.

☐ Click **Next**.

## Security Question



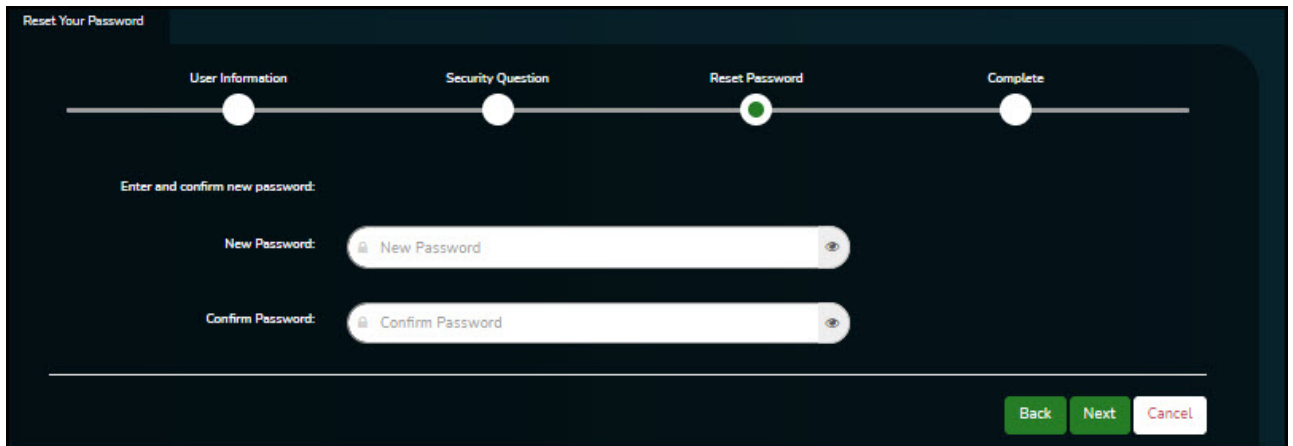
The screenshot shows the 'Reset Your Password' process at the 'Security Question' step. A progress bar at the top indicates the current step. Below it, the text reads 'Answer Security Question to verify identity: maiden name'. There is a text input field labeled 'Answer:' with a placeholder 'Answer'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Cancel'.

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

<b>Answer</b>	Type the answer to the security question. This is case-sensitive. <ul style="list-style-type: none"><li>• You have three opportunities to answer the question correctly.</li><li>• If the question is not correctly answered, the answer is protected and you are prompted to call your MemberPortal administrator to have your user account deleted. Once your user account is deleted, you can use the <a href="#">Create Account</a> page to create your account again.</li></ul>
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☐ Click **Next**.

## Reset Password

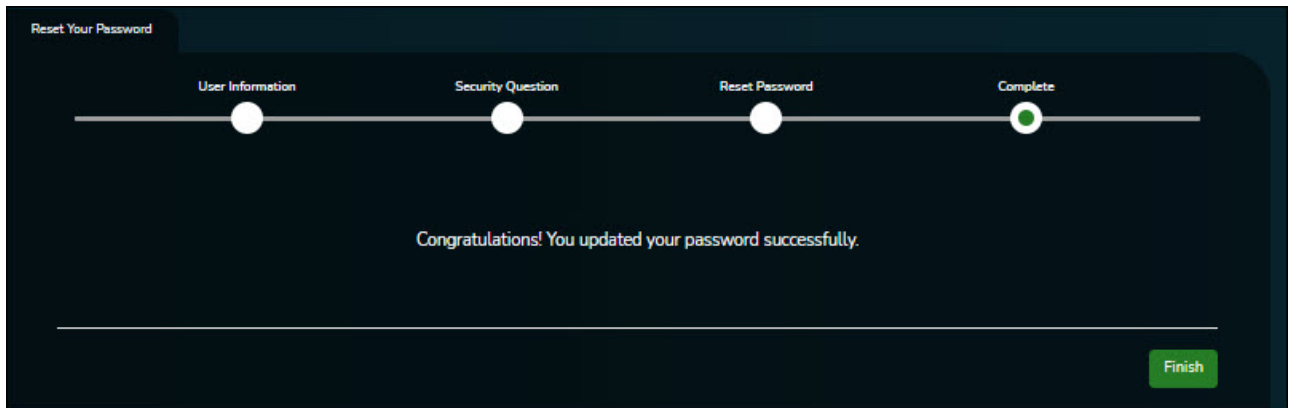


The screenshot shows the 'Reset Your Password' process at the 'Reset Password' step. A progress bar at the top indicates the current step. Below it, the text reads 'Enter and confirm new password:'. There are two text input fields: 'New Password:' and 'Confirm Password:'. At the bottom right, there are three buttons: 'Back', 'Next', and 'Cancel'.

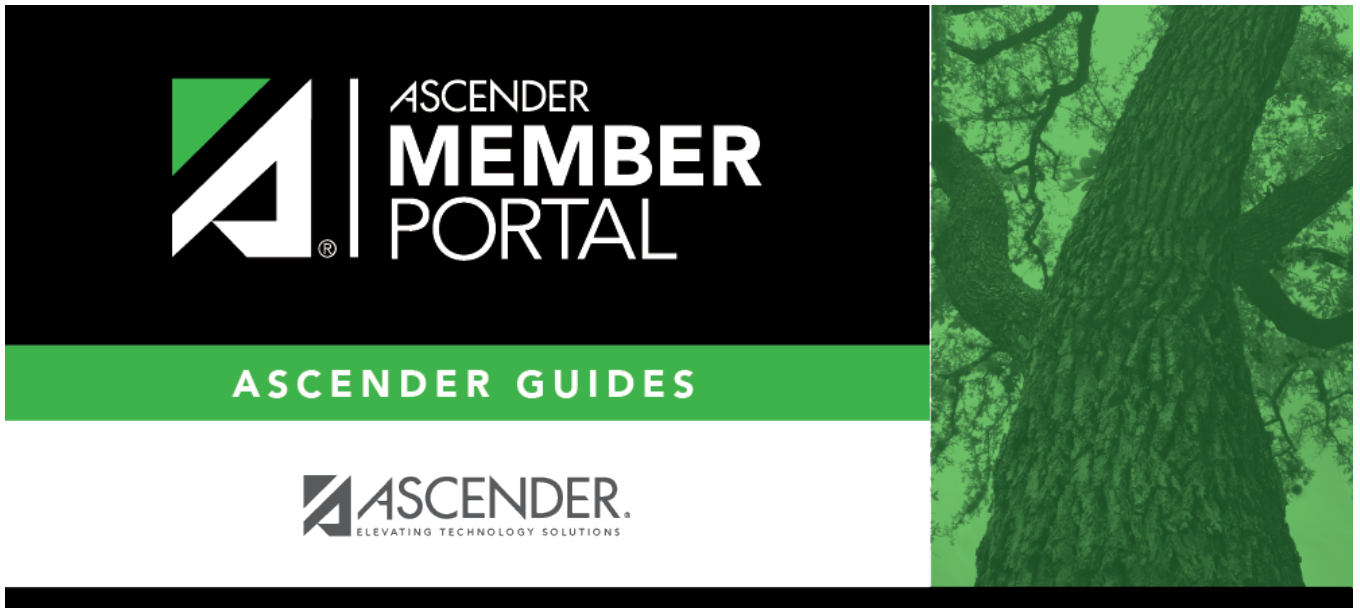
<b>New Password</b>	<p>Type your password.</p> <p>Requirements:</p> <p>Between 16 and 46 characters. Must include at least one of each of the following character types:</p> <ul style="list-style-type: none"> <li>◦ Uppercase letters (A-Z)</li> <li>◦ Lowercase letters (a-z)</li> <li>◦ Numbers (0-9)</li>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

Click **Next**.

**Complete**



Click **Finish**. You are redirected to the Login page where you can enter your user name and new password to logon. You will receive a confirmation email message notifying you that your password changed.



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