



ASCENDER GUIDES



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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 Name	Type your MemberPortal user name.
E-mail	Type the email address tied to your MemberPortal account.

Click **Continue**. Otherwise, click **Cancel** to cancel the process and return to the Login page.

You are prompted to answer the security question that you entered when you created your user account. 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 MemberPortal 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 **Continue**. Otherwise, click **Cancel** to cancel the process and return to the Login page.

New Password	Type a new password. Requirements: <ul style="list-style-type: none"> • 8-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Confirm Password	Retype the password that you typed in the New Password field to confirm your new password.

Click **Reset Password** to update your password to the new password. Otherwise, click **Cancel** to cancel the process and return to the Login page. 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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