



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 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**

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> |
|---------------|---|

Click **Next**.

**Reset Password**

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

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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