



ASCENDER GUIDES





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## 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

Reset Your Password

User Information      Security Question      Reset Password      Complete

Enter your User Name or E-mail to continue:

User Name

E-mail:

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<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

Reset Your Password

User Information      Security Question      Reset Password      Complete

Answer Security Question to verify identity: maiden name

Answer:

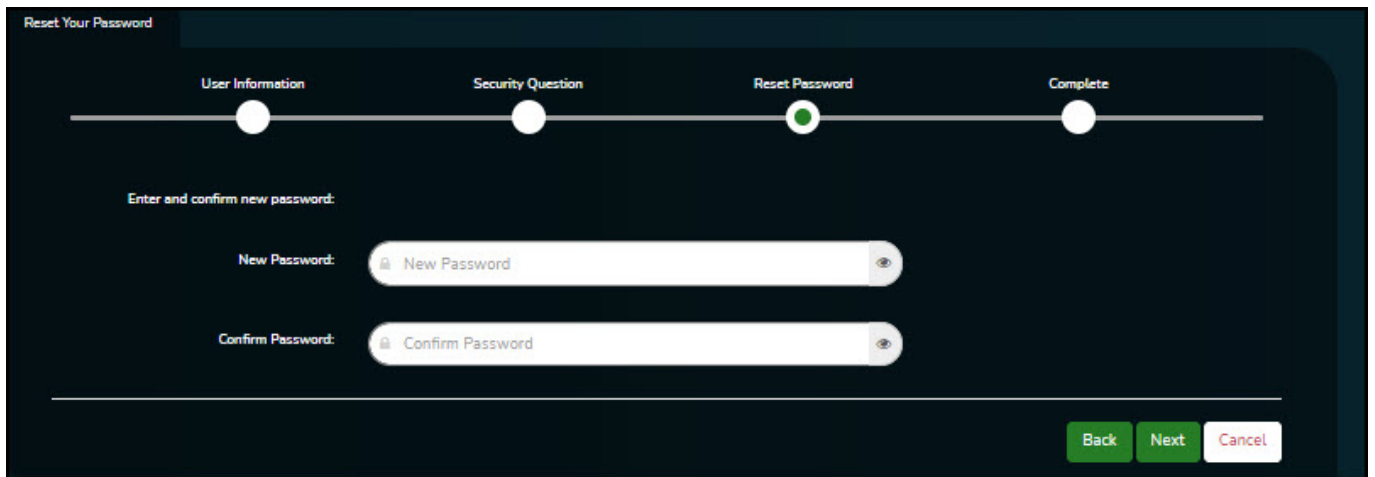
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You are prompted to answer the security question that you entered when you created your user account.

<b>Answer</b>	<p>Type the answer to the security question. This is case-sensitive.</p> <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**.

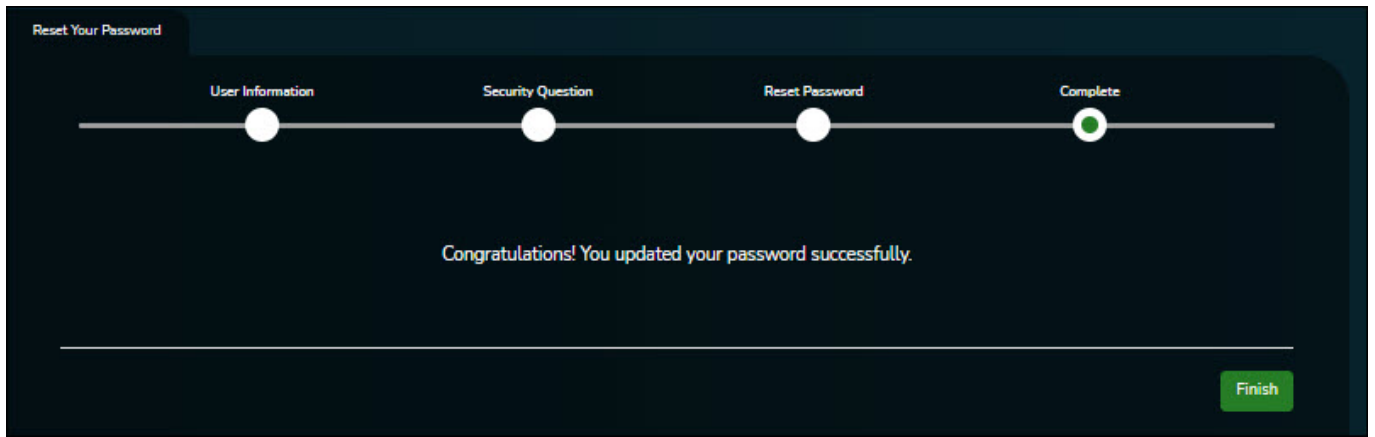
### Reset Password



<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> <li>• At least one allowed special character</li> </ul> <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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