



ASCENDER GUIDES



**parent\_update\_security\_information**



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## IV. Update your security information (hint questions).

**ASCENDER ParentPortal > My Account > Security Information**

### Security Questions & Answers

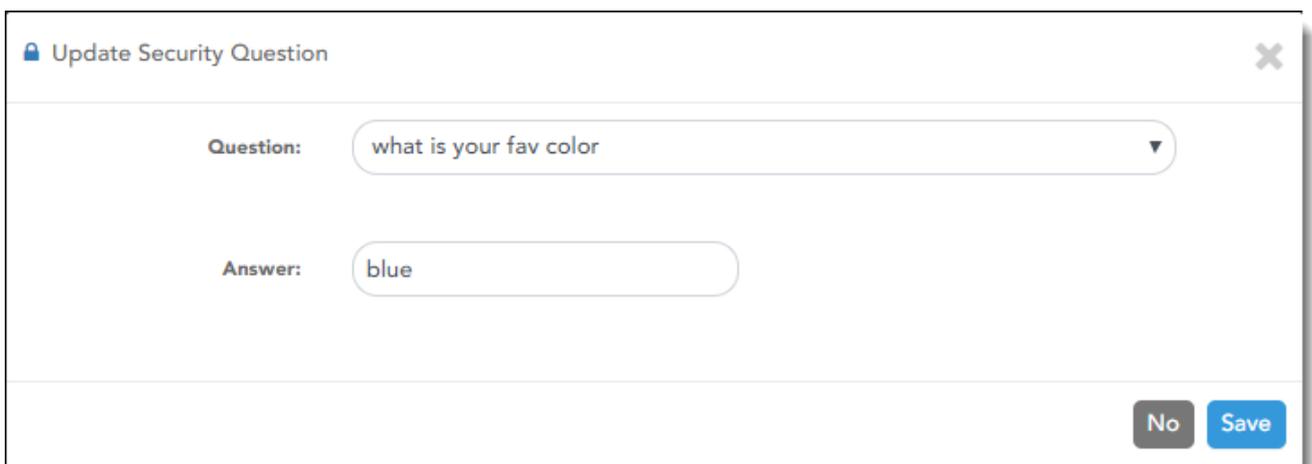
Security questions and answers are used to verify your identity if you have forgotten your password. You can change the question, the answer, or both at any time.



The screenshot shows the 'Security Information' page. It features three input fields: 'Password' (masked with dots), 'Security Question' (containing 'what is your fav color'), and 'Answer' (containing 'blue'). To the right of each field is a corresponding 'Update' button: 'Update Password', 'Update Security Question', and 'Update Security Question'.

Click **Update Security Question**.

A pop-up window opens.

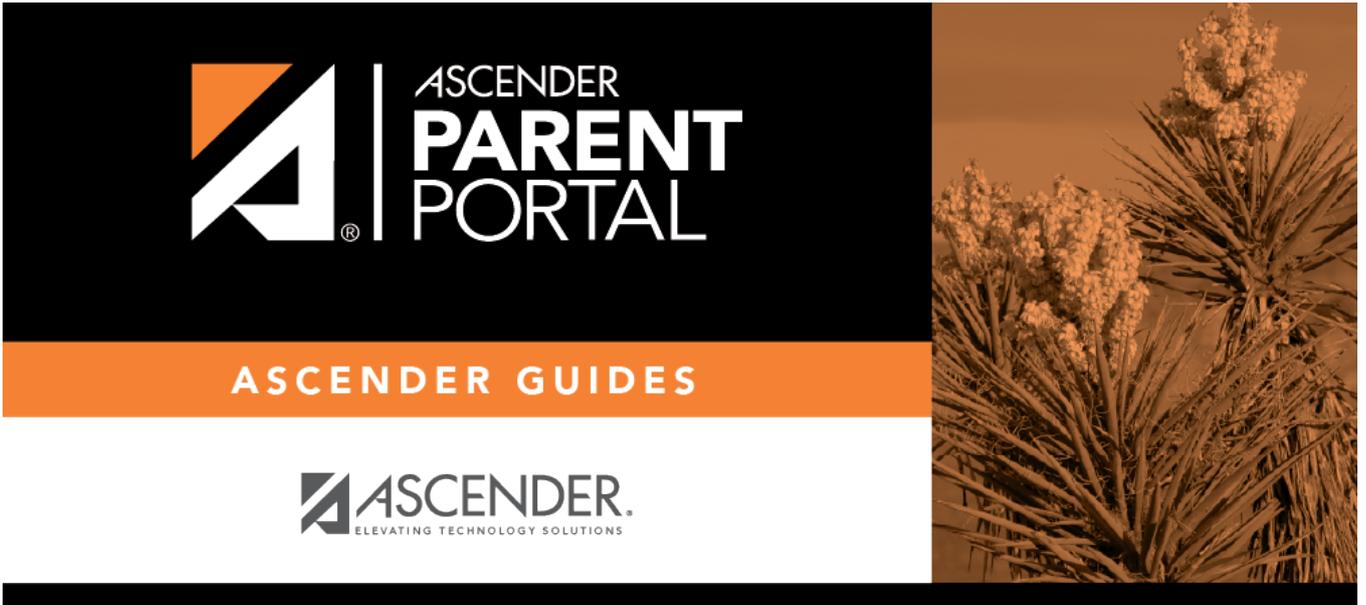


The pop-up window is titled 'Update Security Question'. It contains a 'Question:' dropdown menu with 'what is your fav color' selected, and an 'Answer:' text input with 'blue' entered. At the bottom right, there are 'No' and 'Save' buttons.

**Question** Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.

<b>Answer</b>	Type the answer to the question.  You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer.  <b>IMPORTANT:</b> The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).
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Click **Save**.



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