



ASCENDER GUIDES



parent_update_security_password

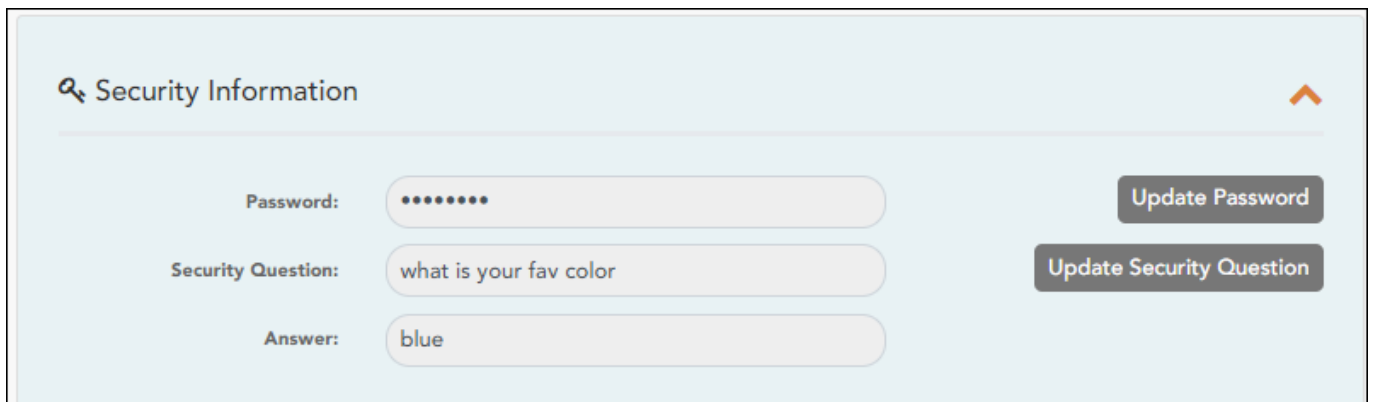
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III. Update your ParentPortal password.

ASCENDER ParentPortal > My Account > Security Information

Password

You can update your ParentPortal account password at any time.



The screenshot shows the 'Security Information' page. At the top left is a search icon and the text 'Security Information'. On the right is an orange upward arrow. Below this are three input fields: 'Password:' with a masked password '*****', 'Security Question:' with the text 'what is your fav color', and 'Answer:' with the text 'blue'. To the right of these fields are two buttons: 'Update Password' and 'Update Security Question'.

Click **Update Password**.

A pop-up window opens:



The screenshot shows a pop-up window titled 'Update Password' with a search icon and a close button (X). It contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom right are two buttons: 'No' and 'Save'.

Old Password
Type your current password in order to verify your access.

New Password	<p>Type a password that you will use when you log on to ParentPortal.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • 16-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric and special characters <p>Not allowed: [space] ! ? * & ^</p> <p>Allowed: " # \$ % ' () + , - . / : ; < = > @ [\] _ ` { } ~</p> <ul style="list-style-type: none"> • Case-sensitive
Confirm Password	<p>Retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.</p>

Click **Save**.

The password is changed.



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