



ASCENDER GUIDES



parent_update_security_password

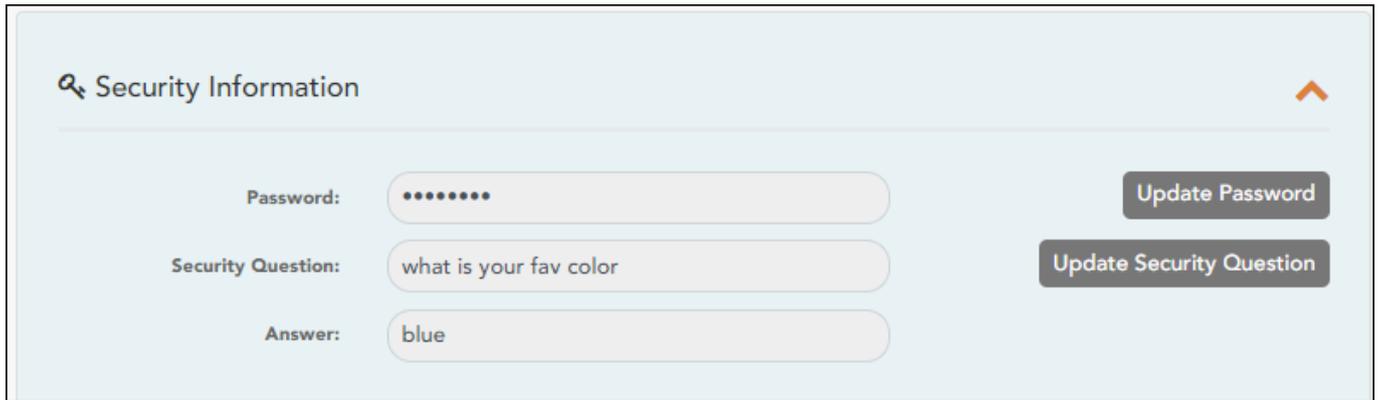
Table of Contents

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-pointing arrow. Below this are three input fields: 'Password:' with a masked password of seven dots, '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:



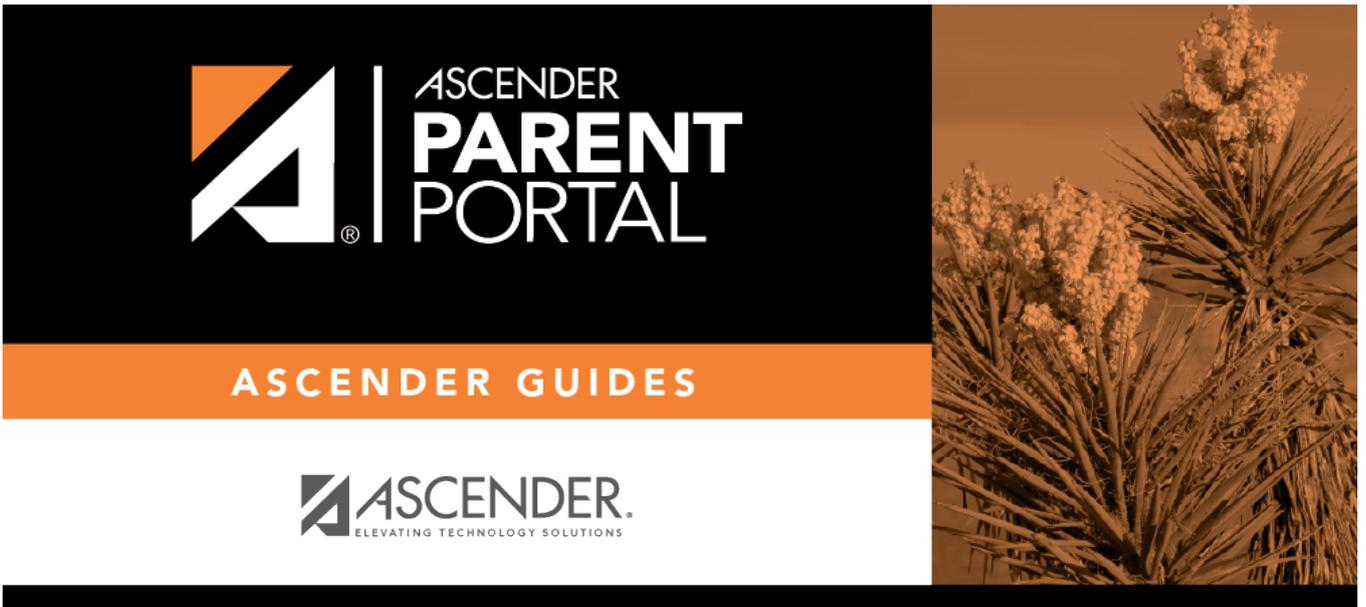
The screenshot shows a pop-up window titled 'Update Password' with a search icon on the left and a close 'X' icon on the right. Inside the window are three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. At the bottom right of the window are two buttons: 'No' and 'Save'.

Old Password	Type your current password in order to verify your access.
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New Password	Type a password that you will use when you log on to ParentPortal. <ul style="list-style-type: none">• The password must be 16-46 alphanumeric characters.• Use a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBcd1234).• Your password is case sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).
Confirm Password	Retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.

Click **Save**.

The password is changed.



Back Cover