



ASCENDER GUIDES



## **Retrieve User Name/Reset Password - Answer Hint Questions**



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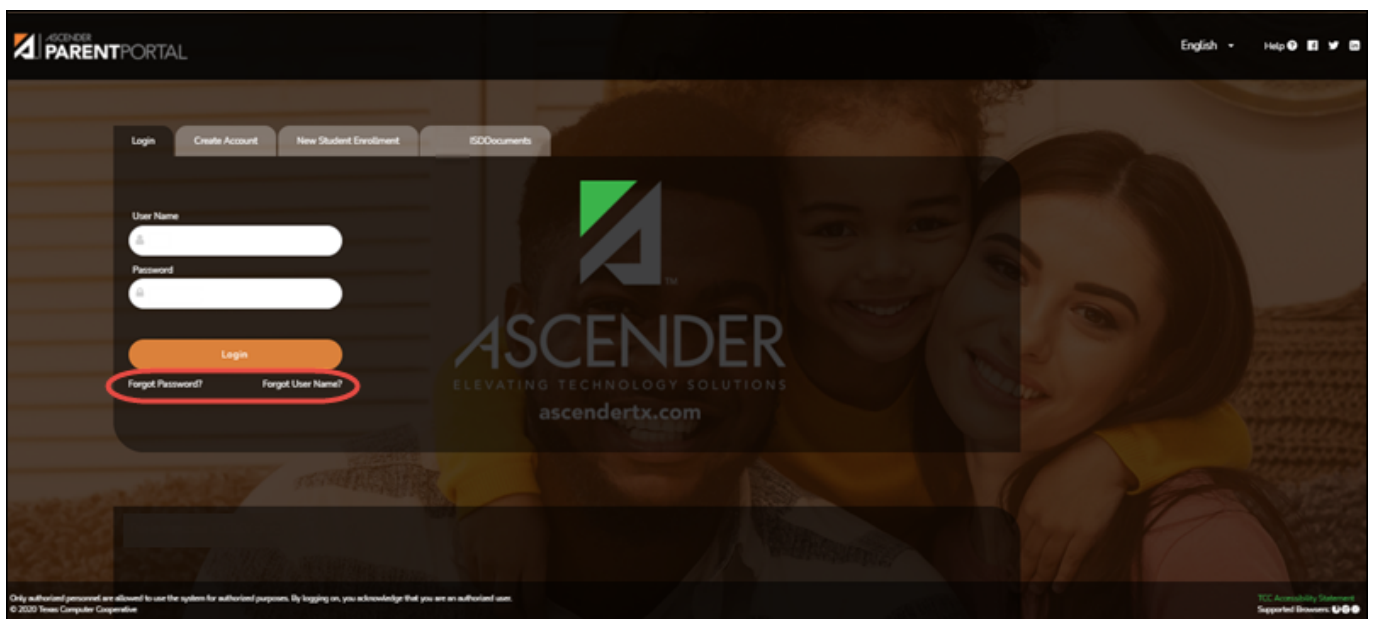
# Retrieve User Name/Reset Password - Answer Hint Questions

## II. Retrieve your user name, or update your password.

If you have forgotten your password, you can reset it. You can also change your password at any time.

From the Login page, click the link below the login fields to go to the [Reset Password](#) page.

**MOBILE DEVICE USERS:** On a mobile device, tap **Login** to access this link.



← Return to Login

Recover User Name

**Email Address**

✉ Example\_01@exp.com

Recover User Name

Reset Password

**User Name**

👤 User Name

Next

**Email Address**

✉ Example\_01@exp.com

Reset Password

## Reset Password

You have two options for resetting your password: By User Name and By Email Address.

### By User Name:

<b>User Name</b>	Type your User Name.
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Click **Next**.

You are prompted to enter the answer to one of your hint questions.

Type the answer and click **Next**.

<b>Password</b>	Type a password that you will use when you log on to ParentPortal. Requirements: <ul style="list-style-type: none"> <li>• 16-46 alphanumeric characters</li> <li>• Three of the following: uppercase, lowercase, numeric and special characters</li> </ul> <b>Not allowed:</b> [space] ! ? * & ^ <b>Allowed:</b> " # \$ % ' ( ) + , - . / : ; < = > @ [ \ ] _ ` {   } ~ <ul style="list-style-type: none"> <li>• Case-sensitive</li> </ul>
<b>Re-enter Password</b>	Re-type a new password.

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Click **Finish**.

The My Account page opens.

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### By Email Address:

<b>Email Address</b>	Type your email address.
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Click **Reset Password**.

A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

Click **Close** to close the message.

Return to ParentPortal, and log on using your user name and password.



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