



ASCENDER GUIDES



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



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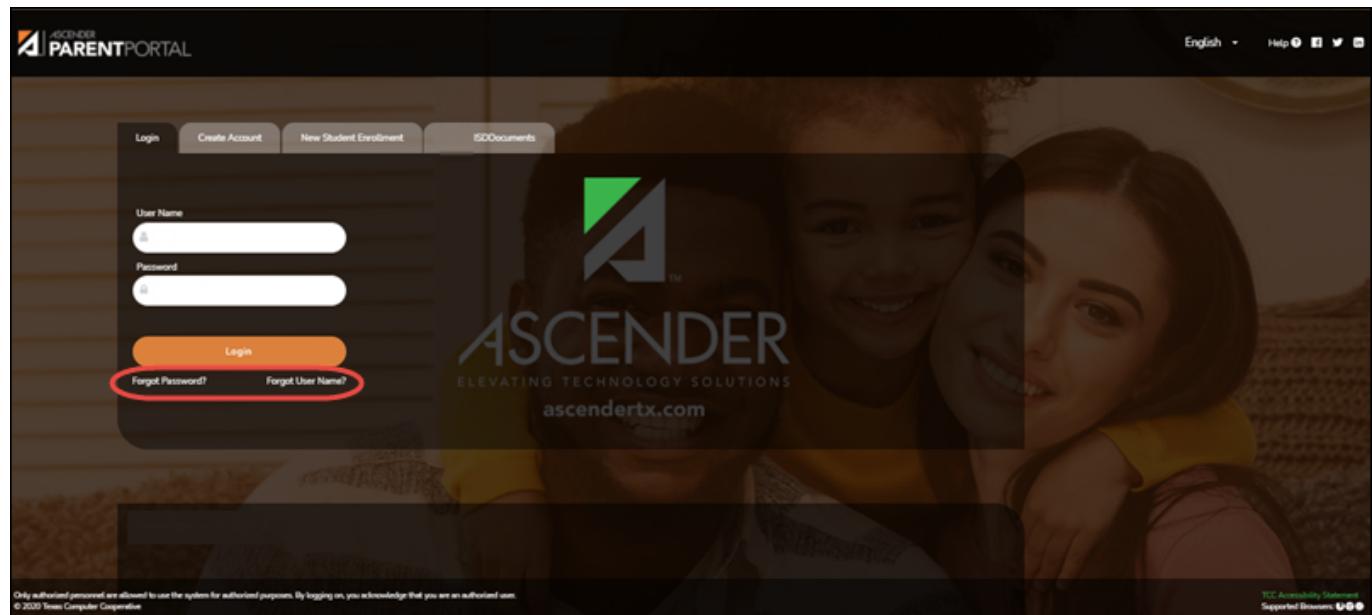
# Retrieve User Name/Reset Password - Answer Hint Questions

## 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.



The image shows a two-step process for password recovery. The first step, 'Recover User Name', requires an 'Email Address' (Example\_01@exp.com) and a 'Recover User Name' button. The second step, 'Reset Password', requires a 'User Name' (User Name) and an 'Email Address' (Example\_01@exp.com), with a 'Reset Password' button and a 'Next' button.

## Reset Password

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

### By User Name:

User Name	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**.

Password	Type a new password.
Re-enter Password	Re-type a new password.

Click **Finish**.

The My Account page opens.

**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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