



ASCENDER GUIDES



## Reset Password (Restablecer contraseña)



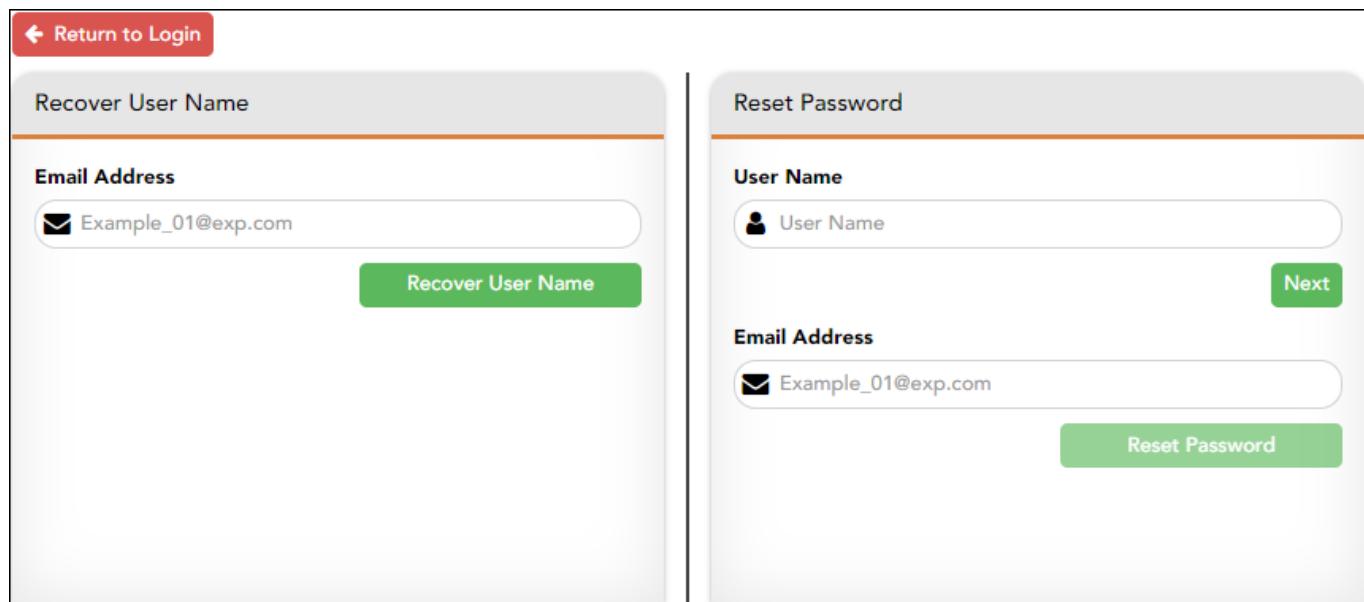
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# Parent - Retrieve User Name/Reset Password

This page allows you to recover your user name or reset your password.



The screenshot shows a web page with two parallel forms side-by-side. The left form is titled 'Recover User Name' and the right form is titled 'Reset Password'. Both forms have a header with a 'Return to Login' button. The 'Recover User Name' form has an 'Email Address' field containing 'Example\_01@exp.com' and a 'Recover User Name' button. The 'Reset Password' form has a 'User Name' field with a placeholder 'User Name', a 'Next' button, an 'Email Address' field containing 'Example\_01@exp.com', and a 'Reset Password' button.

**E-mail**  Type your current email address.

Click **Submit**. A message is sent to your email address that contains a new password.

Return to txConnect, and log on using your user name and new password. Once you are logged on, you can reset your password as described above.

## Look up user name:

This option is not available if email is not available for the application.

**E-mail**  Type your current email address.

Click **Submit**. A message is sent to your email address that contains your user name and a new password.

Return to txConnect, and log on using your user name and new password. Once you are logged on, you can reset your password as described above.



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