



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 displays a user interface for password recovery and reset. It features two main sections side-by-side:

- Recover User Name:** This section is for users who have forgotten their user name. It includes a "Return to Login" button, a "Recover User Name" input field containing "Example_01@exp.com", and a green "Recover User Name" button.
- Reset Password:** This section is for users who want to reset their password. It includes a "User Name" input field with a placeholder "User Name", a "Next" button, an "Email Address" input field containing "Example_01@exp.com", and a green "Reset Password" button.

Retrieve User Name

E-mail Type your current email address.

Click **Retrieve User Name**. A message is sent to your email address that contains your User Name.

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

Reset Password



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