



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 split-screen interface for user recovery. On the left, the 'Recover User Name' section is displayed, featuring a 'Return to Login' button, an 'Email Address' input field containing 'Example_01@exp.com', and a 'Recover User Name' button. On the right, the 'Reset Password' section is shown, featuring 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 '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

User Name Type your User Name.

Click **Next**.

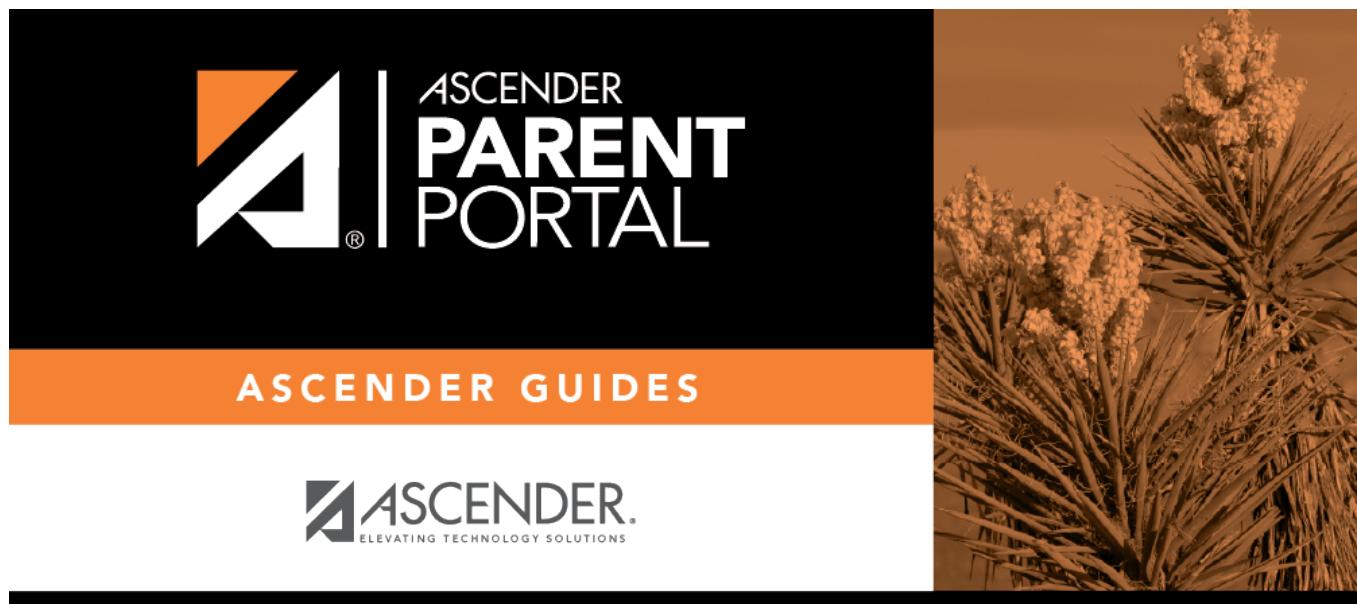
You are prompted to enter the answer to one of your hint questions.

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.



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