



ASCENDER GUIDES




**create\_user\_body**



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## User Information

<b>User Name</b>	<p>Create a username to identify you in ASCENDER ParentPortal with a combination of letters from your first and last name.</p> <p>Requirements:</p> <ul style="list-style-type: none"> <li>• 6-25 alphanumeric characters</li> <li>• Unique (no one else in the district is using it)</li> <li>• Not case-sensitive</li> </ul>
<b>Password</b>	<p>Type a password that you will use when you log on to ASCENDER ParentPortal.</p> <p>A show/hide toggle  allows you to view or mask the characters you are typing.</p> <p>Requirements:</p> <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> <p><b>Not allowed:</b> [space] ! ? * &amp; ^</p> <p><b>Allowed:</b> " # \$ % ' ( ) + , - . / : ; &lt; = &gt; @ [ \ ] _ ` {   } ~</p> <ul style="list-style-type: none"> <li>• Case-sensitive</li> </ul>

<b>Email Address</b>	<p>(Required) Type your email address. You cannot enter an address that is already in use.</p> <p><b>NOTE:</b> If you have multiple students associated with your account, the email address listed for the guardian at your student's campus must match for ALL students associated with your ParentPortal account in order for Registration features to be activated, and the email address must be validated.</p>
<b>Mobile Number</b>	<p>Type your ten-digit mobile number. You cannot enter a number that is in use.</p>

Click **Next**. The Security Questions page is displayed.

## Security Question

<b>Security Question</b>	<p>Select a question. If you need to reset your password, you will be asked this question.</p>
<b>Answer</b>	<p>Type the answer to the question.</p> <p>You will need to answer this question correctly to recover your password. Be sure to select a question for which you will remember the answer easily.</p> <p><b>IMPORTANT:</b> The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).</p>

Click **Next**.

Click **Finish**.

- The [My Account](#) page opens where you can add a student to your account and update your security and contact information.
- If you entered an email address or mobile number, you will receive a notification containing a verification code.



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