




ASCENDER GUIDES



create_user_body

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User Information

<p>User Name</p>	<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"> • 6-25 alphanumeric characters • Unique (no one else in the district is using it) • Not case-sensitive
<p>Password</p>	<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"> • 16-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric and special characters • Not allowed: [space] ! ? * & ^ • Allowed: " # \$ % ' () + , - . / : ; < = > @ [\] _ ` { } ~ • Case-sensitive
<p>Re-enter Password</p>	<p>Re-enter your password to verify that you typed it as intended.</p>

<p>Email Address</p>	<p>(Required) Type your email address. You cannot enter an address that is already in use.</p> <p>NOTE: 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>
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Mobile Number

Type your ten-digit mobile number. You cannot enter a number that is in use.

Click **Next**.

Security Question

The screenshot shows a progress bar with three steps: 'User Information', 'Security Question', and 'Complete'. The 'Security Question' step is currently active, indicated by an orange dot. Below the progress bar, there is a message: 'This information will assist you in resetting a lost password.' The form includes a 'Select Question:' dropdown menu with the selected option 'What was the name of your first pet?' and an 'Answer:' text input field with a placeholder 'Answer' and a visibility toggle icon. At the bottom right, there are three buttons: 'Back' (green), 'Next' (green), and 'Cancel' (white with red border).

Security Question

Select a question. If you need to reset your password, you will be asked this question.

Answer

Type the answer to the question.

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.

IMPORTANT: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).

Click **Next**.

The screenshot shows the same progress bar as the previous step, but now the 'Complete' step is active, indicated by an orange dot. The message in the center reads: 'Your ASCENDER ParentPortal account has been created.' At the bottom right, there is a single green 'Finish' button.

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 message containing a verification link.

NOTE: If you are not listed as a contact or as a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.



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