



ASCENDER GUIDES



forgotpassword_body

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

The screenshot shows a web interface with a red button labeled "Return to Login" at the top left. Below it are two side-by-side panels. The left panel is titled "Recover User Name" and contains an "Email Address" field with the text "Example_01@exp.com" and a green "Recover User Name" button. The right panel is titled "Reset Password" and contains a "User Name" field with a person icon and the text "User Name", a green "Next" button, and an "Email Address" field with the text "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

You have two options for resetting your password: By User Name and By Email Address.

By User Name:

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.

By Email Address:

Email Address	Type your email address.
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Click **Reset Password**.

A message is displayed indicating that instructions for resetting your password were sent to the email address entered.

Click **Cancel** to close the message.



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