



ASCENDER GUIDES



my_account_contact_information

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Update and verify email address and mobile phone information.

Email

You must provide and verify your email address before you can access features that require your email address. You can update your email address at any time.

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|------------------------------|--|
| Current Email Address | <p>This field is displayed if your email address has previously been entered.</p> <ul style="list-style-type: none"> • The message “Verified” is displayed if the email address has been verified. • The message “Unverified” is displayed if the email address has not been verified. <p>If no email address has been entered, type your current email address.</p> <p>Your email address must be entered in a valid format (e.g., name@domain.com).</p> <p>You cannot enter an email address that is already in use.</p> |
| New Email Address | <p>If you have not verified your email address, type the address and click Update Email.</p> <p>A message is sent to your email inbox allowing you to verify your address. Until you verify your address, the message “Unverified” is displayed.</p> <p>Click Remove Email to clear the email address and prevent verification. If necessary, click Re-send to resend the message.</p> |
| Confirm Email Address | <p>Retype the email address to confirm that you typed it as intended.</p> |

Click **Verify Email Address**.

You will receive an email message at that address containing a verification link.

If you entered an email address when you registered for this parent portal account, you should have received an email message in your inbox with a code allowing you to verify your email address.

Click **Verify Code**.

- If the code was entered accurately, your email address is displayed.
- If the verification code is unsuccessful, click **Resend** to send a new code.

Once you have verified your email address, you can click **Remove** at any time to change the email address registered, or to remove the email address.

- If you click **Remove**, the current email address is removed.
- The email address fields are displayed allowing you to register another email address.

If you remove or change your email address, your alert notification options will be reset. To reset your alerts, go to Alerts > Subscribe to Alerts and set the **Alert Notification Type** field according to your preferences. The option to receive alerts by email will not be available unless you have an email address successfully verified.

Mobile

Registering your mobile phone number enables you to receive alert notifications as text messages.

IMPORTANT: If you change cell phone carriers, you may stop receiving alert messages, and you may need to re-register the number.

| | |
|--------------------------|---|
| New Mobile Number | Type the cell phone number to be registered in the AAANNNNNNN format, where AAA is the area code, and NNNNNNN is the number. Do not use hyphens. |
|--------------------------|---|

Click **Verify Mobile**.

You will receive a text message at the number entered which will contain a verification code. The fields above will be replaced with the **Verification Code** field.

| | |
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| Verification Code | Type the verification code that was sent in the text message. |
|--------------------------|---|

Click **Verify Code**.

- If the code was entered accurately, a message is displayed indicating that you have successfully signed up to receive text messages.
- If the verification code is unsuccessful, click **Resend Code** to send a new code.
- If you sent the code to the wrong cell number by mistake, click **Cancel** to cancel the request.

Change or remove your mobile number

Once you have verified your mobile number, you can click **Change or Disable** at any time to change

the cell phone number registered, or to disable registration of the number.

- If you click **Change or Disable**, the current number is removed.
- The mobile number fields are displayed allowing you to verify another number.



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