



ASCENDER GUIDES



**my\_account\_contact\_information**



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## Update and verify email address and mobile phone information.

The screenshot shows a 'Contact Information' form with the following elements:

- Contact Information** header with a profile icon and an upward arrow.
- Email Address:** A text input field with a red 'Remove Email' button to its right.
- Mobile Number:** A text input field with a grey 'Verify Mobile' button to its right.

## Email

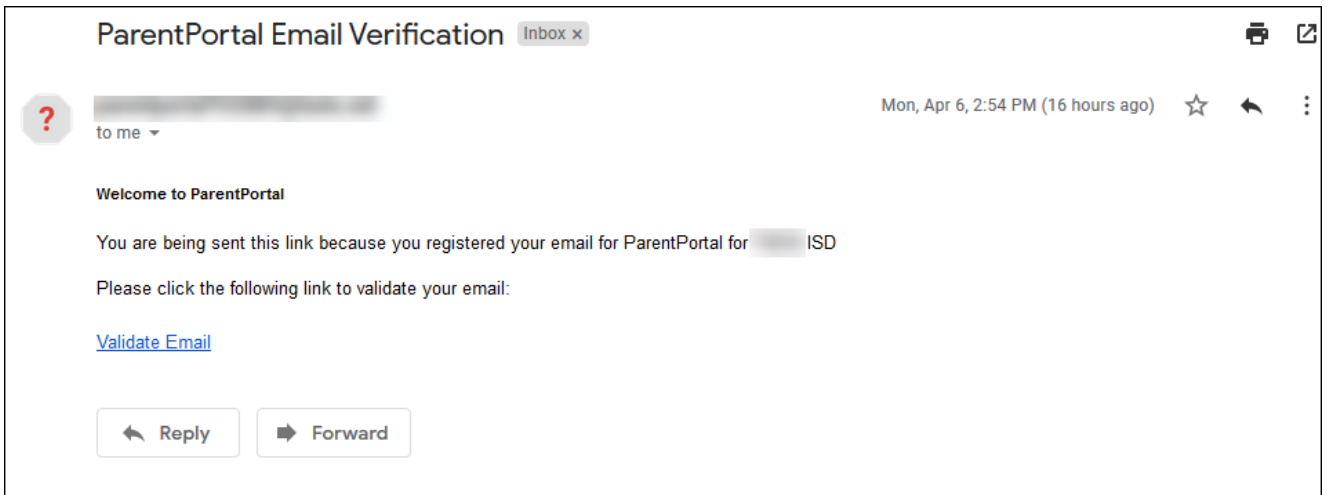
You must provide and verify your email address before you can access features that require your email address. You can update your email address at any time.

<b>Current Email Address</b>	<p>This field is displayed if your email address has previously been entered.</p> <ul style="list-style-type: none"> <li>• The message “Verified” is displayed if the email address has been verified.</li> <li>• The message “Unverified” is displayed if the email address has not been verified.</li> </ul> <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>
<b>New Email Address</b>	<p>If you have not verified your email address, type the address and click <b>Update Email</b>.</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 <b>Remove Email</b> to clear the email address and prevent verification. If necessary, click <b>Re-send</b> to resend the message.</p>
<b>Confirm Email Address</b>	<p>Retype the email address to confirm that you typed it as intended.</p>

Click **Verify Email Address**.

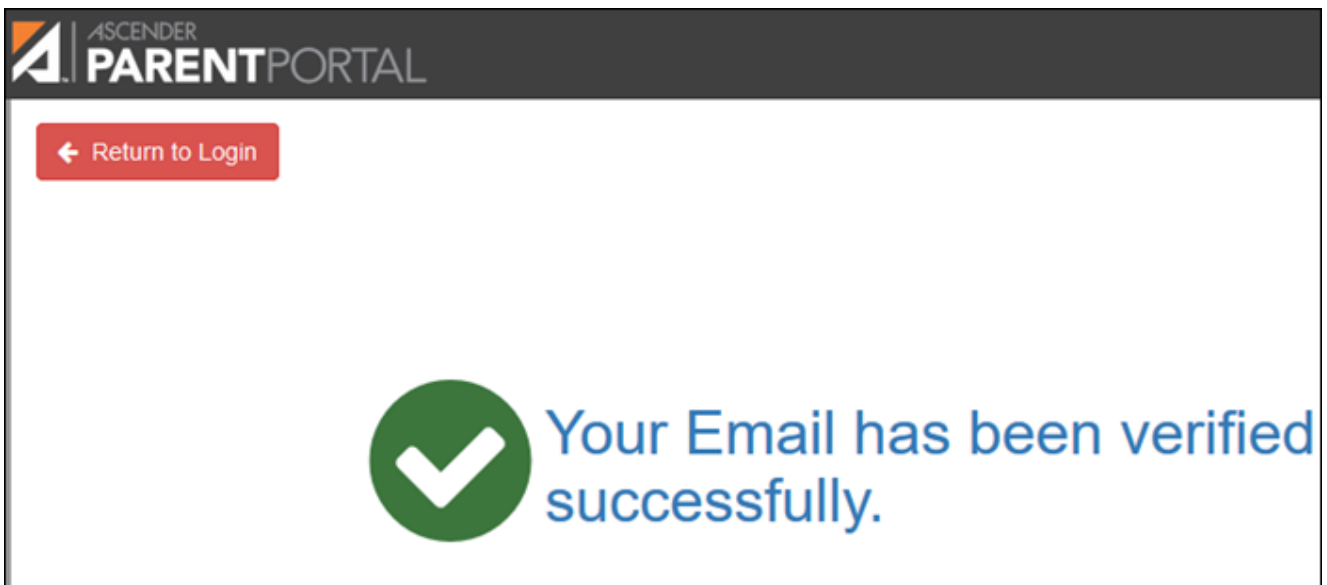
You will receive an email message at that address containing a verification link.

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 **Validate email**.

A message is displayed indicating that your email was successfully verified.



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

- If you click **Remove Email**, the current email address is removed.

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

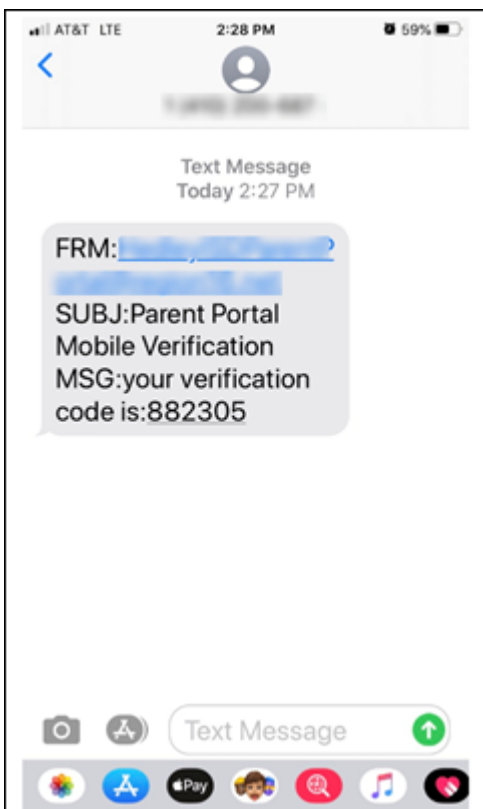
Registering your mobile phone number enables you to receive alert notifications as text messages.

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

<b>Mobile Number</b>	Type the cell phone number to be registered in the <i>AAANNNNNNN</i> format, where <i>AAA</i> is the area code, and <i>NNNNNNN</i> is the number. <b>Do not use hyphens.</b>
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Click **Verify Mobile**.

You will receive a text message at the number entered which will contain a verification code.



The **Verification Code** field will appear.

The screenshot shows a 'Contact Information' page with the following elements:

- Email Address:** A text input field with a red 'Remove Email' button to its right.
- Mobile Number:** A text input field with a green border and the text 'Unverified x' in red. Below it is another empty text input field. To the right is a red 'Remove Mobile' button.
- Verification Code:** A text input field containing '882395' with a 'Verify' button to its right. A 'Re-send' button is located further to the right.
- Text:** 'A verification code was sent to [redacted]. To verify your mobile number, type the code below and click Verify.'

**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 **Re-send** to send a new code.

## Change or remove your mobile number

Once you have verified your mobile number, you can click **Remove Mobile** at any time to remove and/or change the cell phone number registered.

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



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