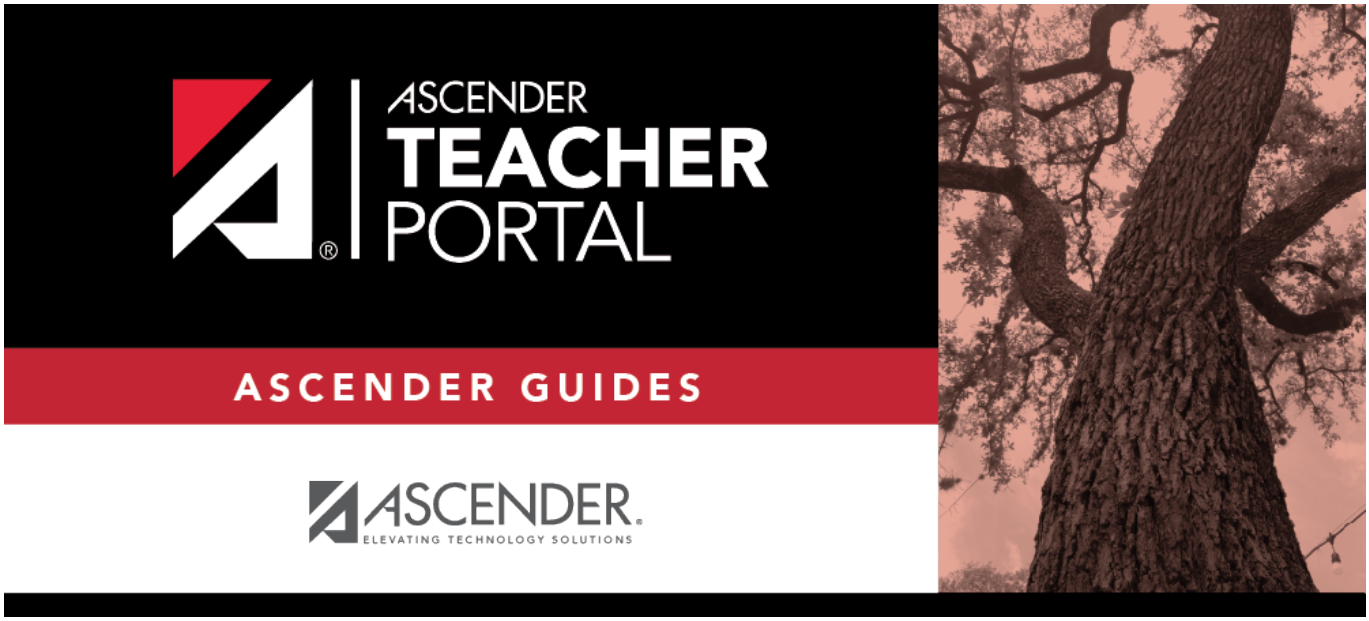

ASCENDER TeacherPortal - Teacher Guide: Update Your Account

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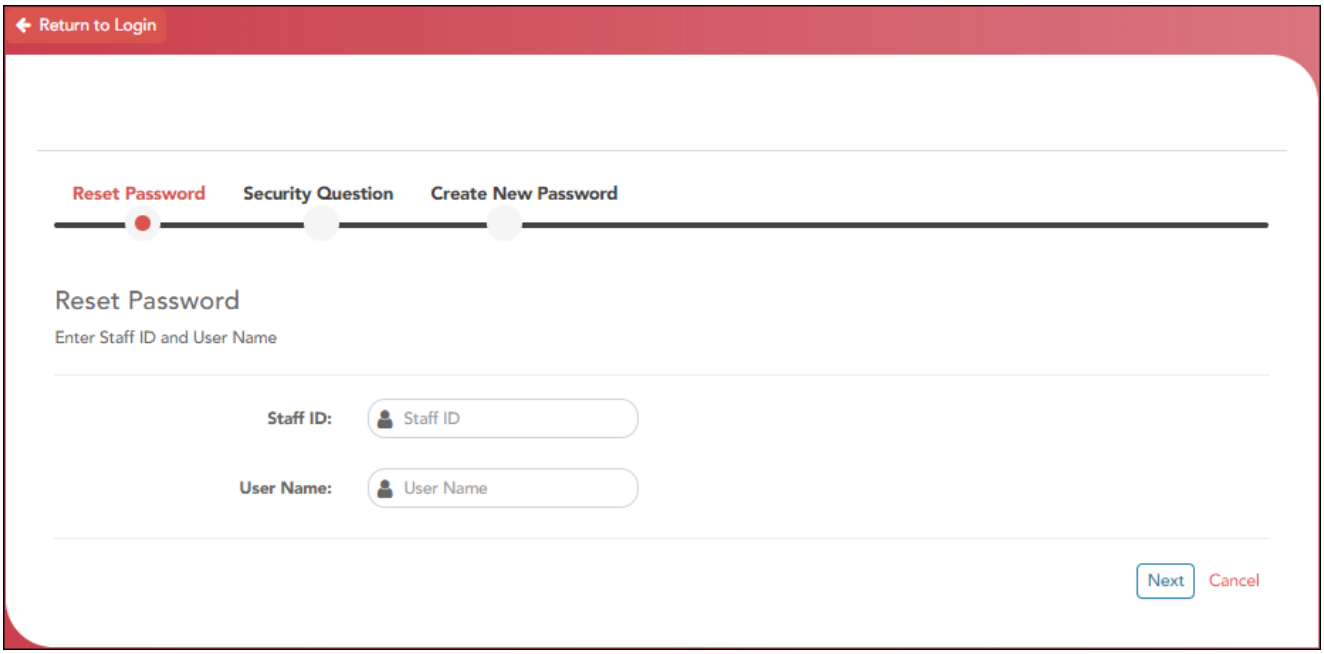
Update Your TeacherPortal Account

Reset forgotten password.

The Reset Password page allows you to reset a forgotten password or change your password. To reset your password, you must know your staff ID, user ID, and the correct answer to one of your password hint questions; otherwise, you must contact your campus administrator to have your account reset.



❑ From the Login page, click **Reset Password**.

The Reset Password page opens.

❑ To exit the Reset Password function without saving any changes, click **Return to Login**.

Reset Password

Staff ID	Type your six-digit district-assigned staff ID number.
User Name	Type the user name you created when you registered for TeacherPortal.

❑ Click **Next**.

If you entered the data correctly, the Security Question step opens.

Security Question:

Answer	One of your hint questions is displayed, as established in your User Profile. Type the answer to your hint question exactly as it appears in your profile.

❑ Click **Next**.

If you entered the data correctly, the Create New Password step opens.

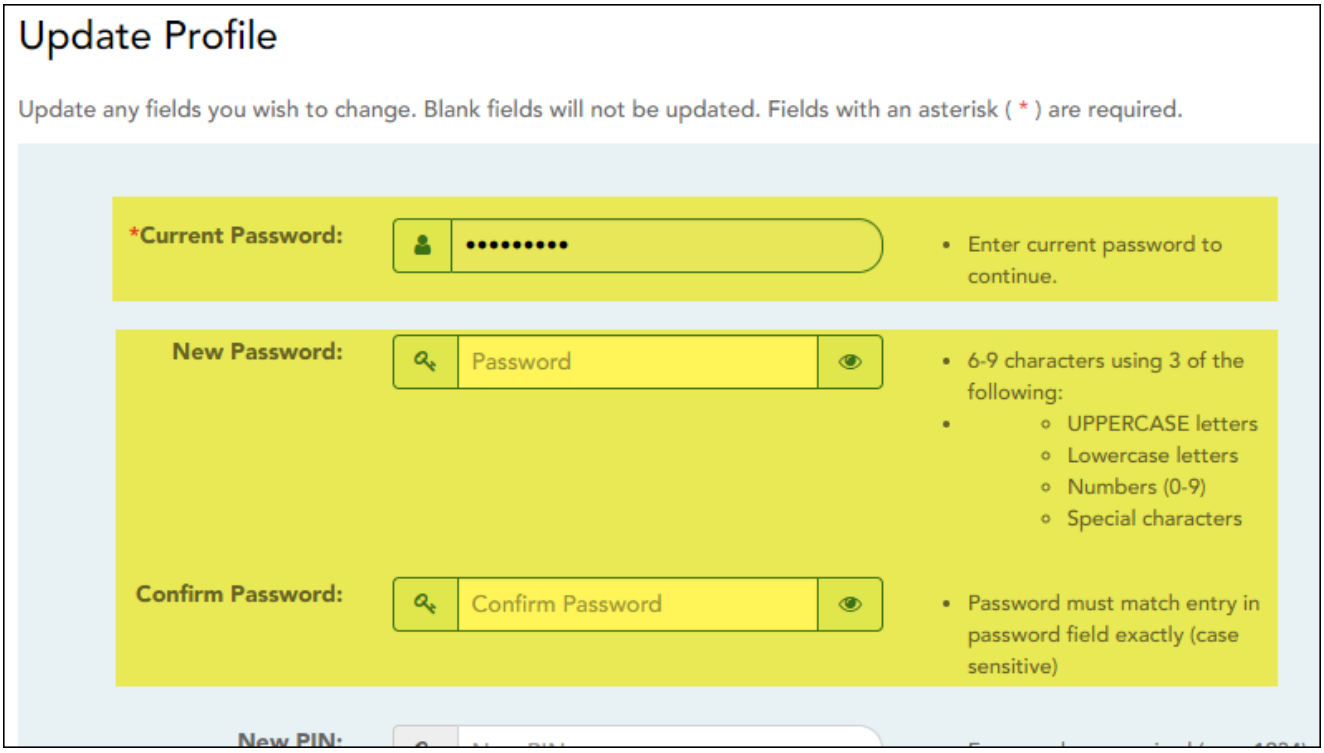
Create New Password:

Password	Type a new password. You cannot reuse your last password. Requirements: Between 16 and 46 characters. Must include at least one of each of the following character types: • Uppercase letters (A–Z) • Lowercase letters (a–z) • Numbers (0–9) • At least one allowed special character Forbidden characters: space, !, ?, *, &, ^
Confirm Password	Retype the password exactly as you typed it above. This step confirms that you typed your password as you intended.

❑ Click **Finish**.

Change password.

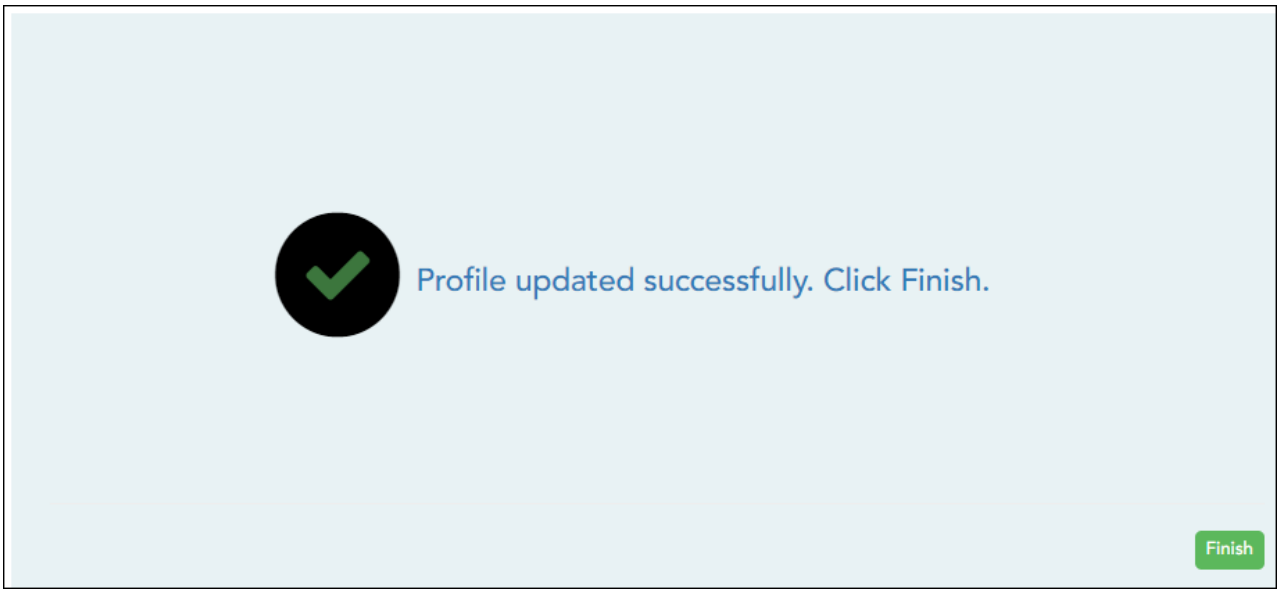
Settings > Update Profile



Current Password	For added protection of this information, you must type your current password to update data on the Update Profile, even though you have already logged on to TeacherPortal. **IMPORTANT:** If you have three unsuccessful attempts to access the page (invalid password), you will be logged out of your account. If this occurs, contact your campus administrator to have your account reset. To exit without saving any changes, click Home or any other menu item to go to another page.
New Password	To change your password, type a new password. Requirements: Between 16 and 46 characters. Must include at least one of each of the following character types: • Uppercase letters (A–Z) • Lowercase letters (a–z) • Numbers (0–9) • At least one allowed special character Forbidden characters: space, !, ?, *, &, ^
Confirm Password	Retype the password exactly as you typed it above. This step confirms that you typed your password as you intended.

❑ Click **Next**.

If you did not select **Update Hint Questions**, the Success page is displayed.

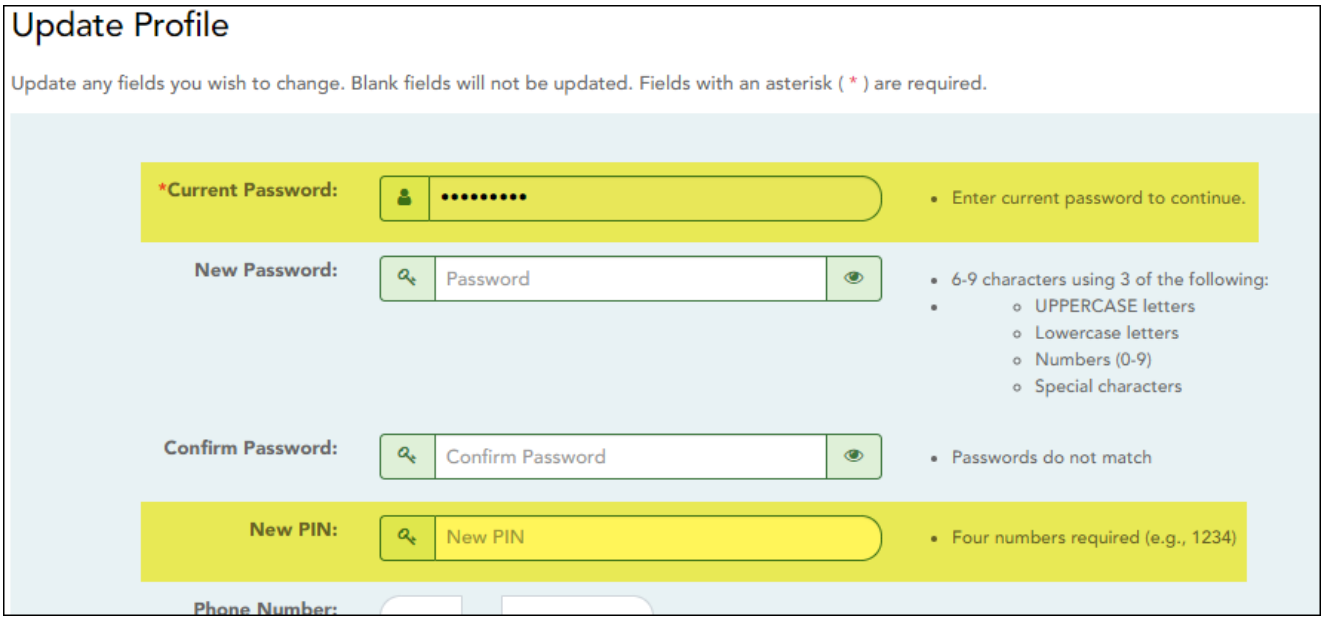


❑ Click **Finish**.

You are redirected to the Announcements page.

Update PIN.

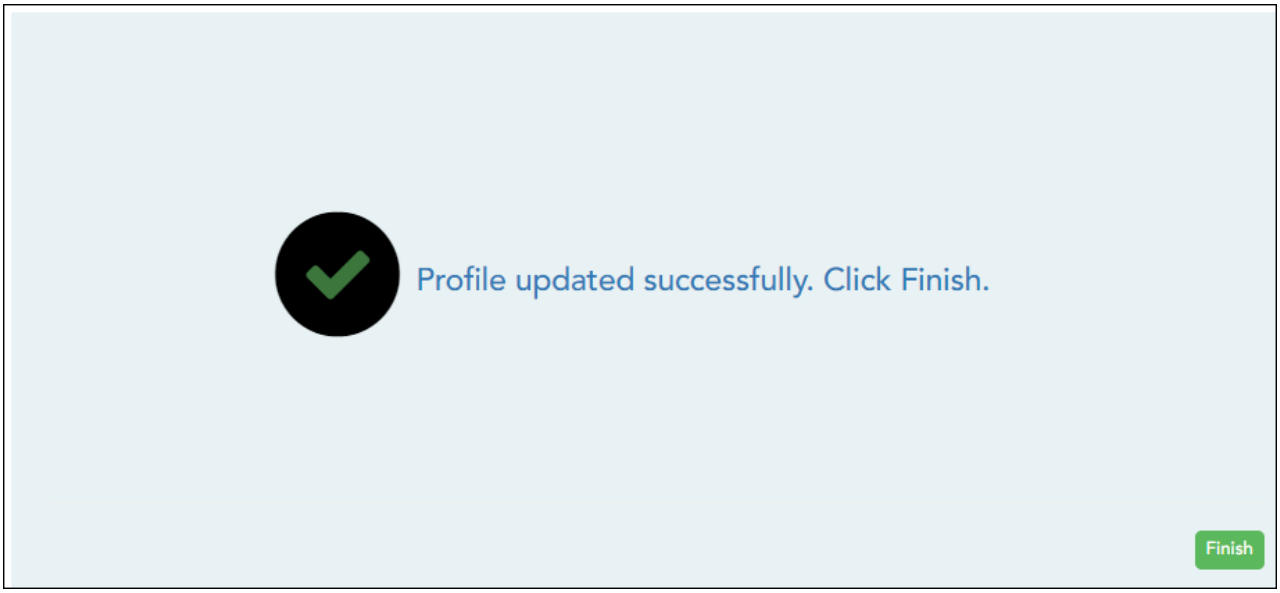
Settings > Update Profile



Current Password	For added protection of this information, you must type your current password to update data on the Update Profile, even though you have already logged on to TeacherPortal. **IMPORTANT:** If you have three unsuccessful attempts to access the page (invalid password), you will be logged out of your account. If this occurs, contact your campus administrator to have your account reset. To exit without saving any changes, click Home or any other menu item to go to another page.
New PIN	To change your PIN, type a new four-digit number. It is recommended that you do not choose 1234 or 4321, as these are common and easily guessed.

❑ Click **Next**.

If you did not select **Update Hint Questions**, the Success page is displayed.

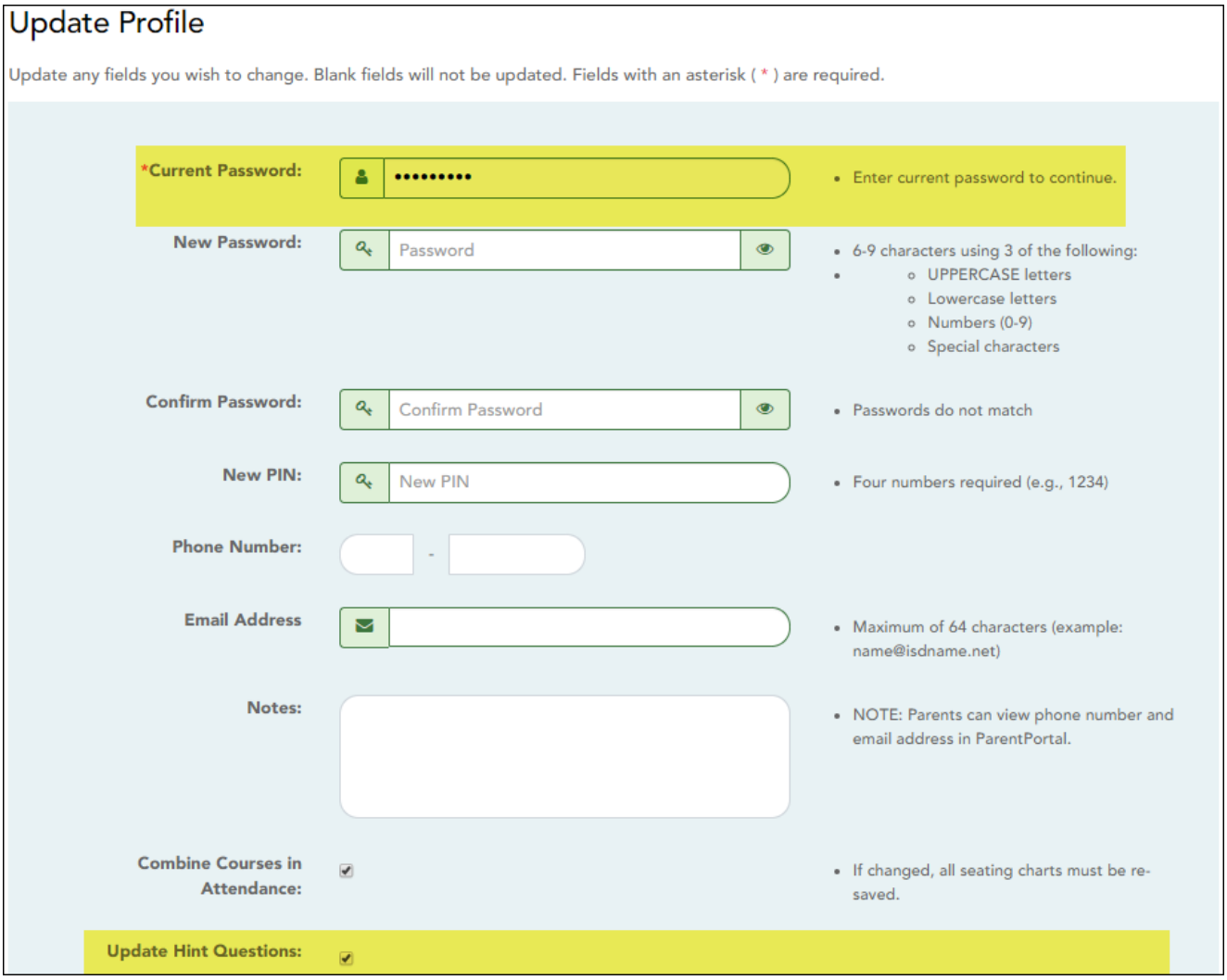


❑ Click **Finish**.

You are redirected to the Announcements page.

Update hint questions.

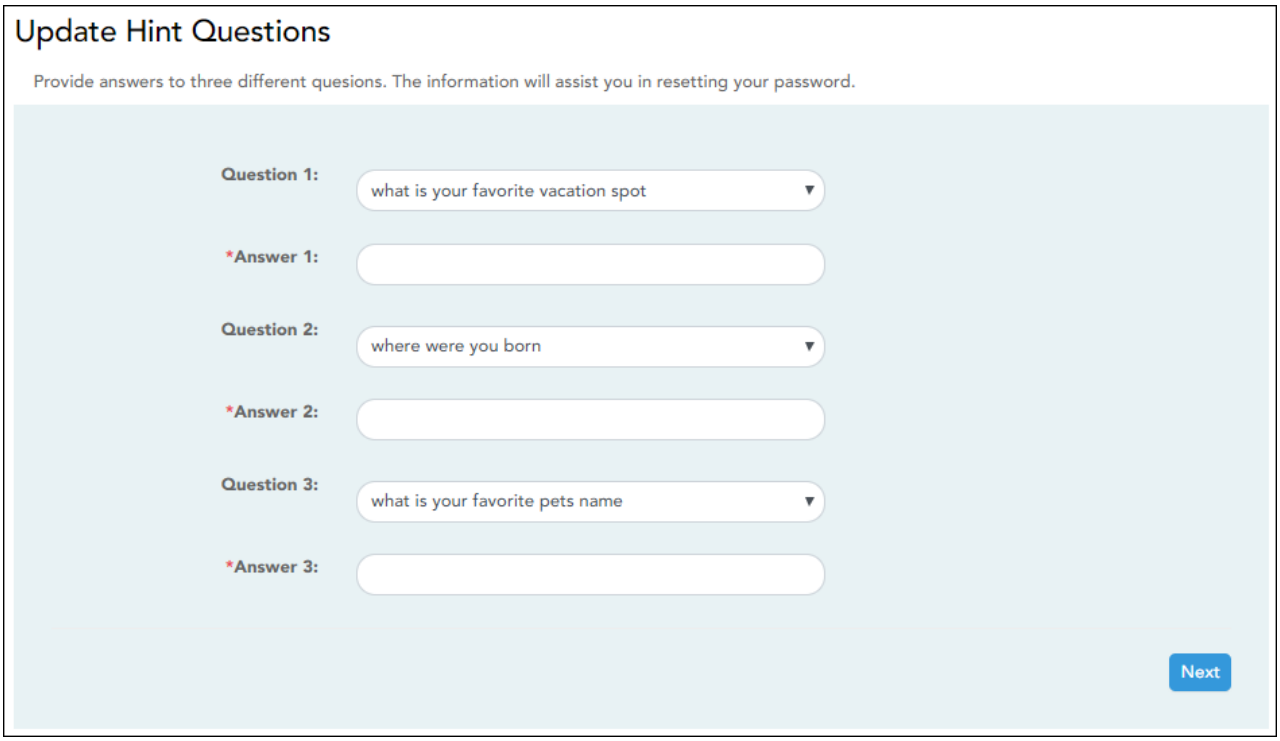
Settings > Update Profile



Current Password	For added protection of this information, you must type your current password to update data on the Update Profile, even though you have already logged on to TeacherPortal. **IMPORTANT:** If you have three unsuccessful attempts to access the page (invalid password), you will be logged out of your account. If this occurs, contact your campus administrator to have your account reset. To exit without saving any changes, click Home or any other menu item to go to another page.
Update Hint Questions	Select if you want to update your hint questions. The questions are updated on the next page when you click **Next**.

❑ Click **Next**.

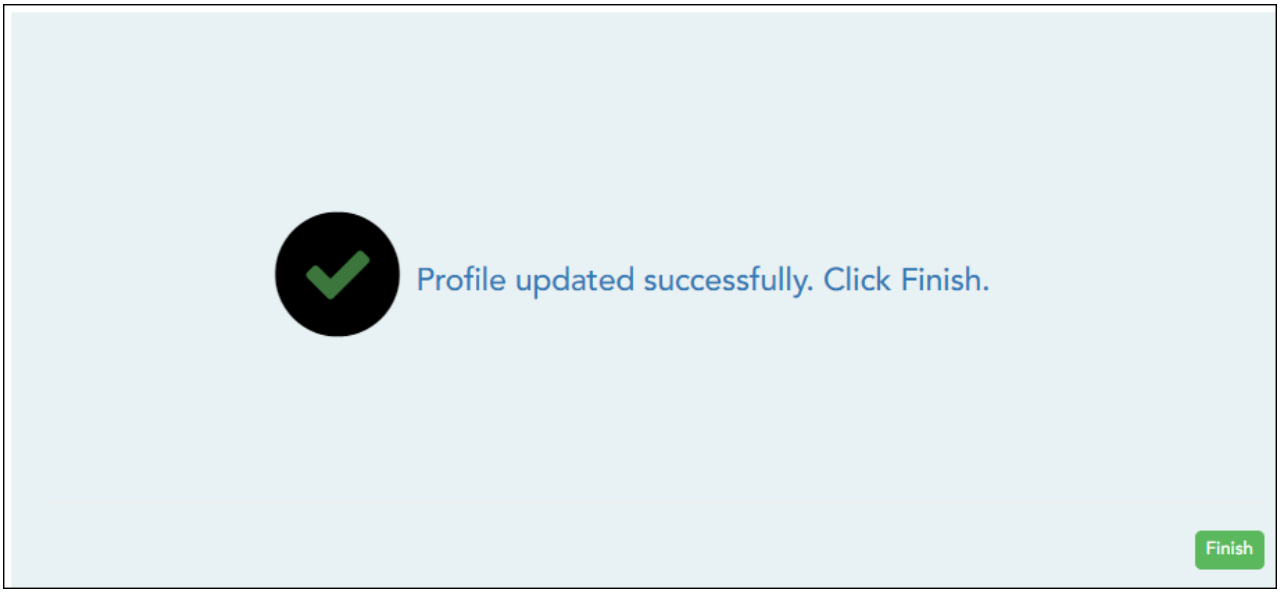
If you selected **Update Hint Questions**, the next page allows you to update your hint questions.



Question #	Select one of the hint questions for each field. You must select three different questions.
Answer #	Type the answer to the question you selected. You cannot repeat any questions/answers.

❑ Click **Next**.

The Success page is displayed.

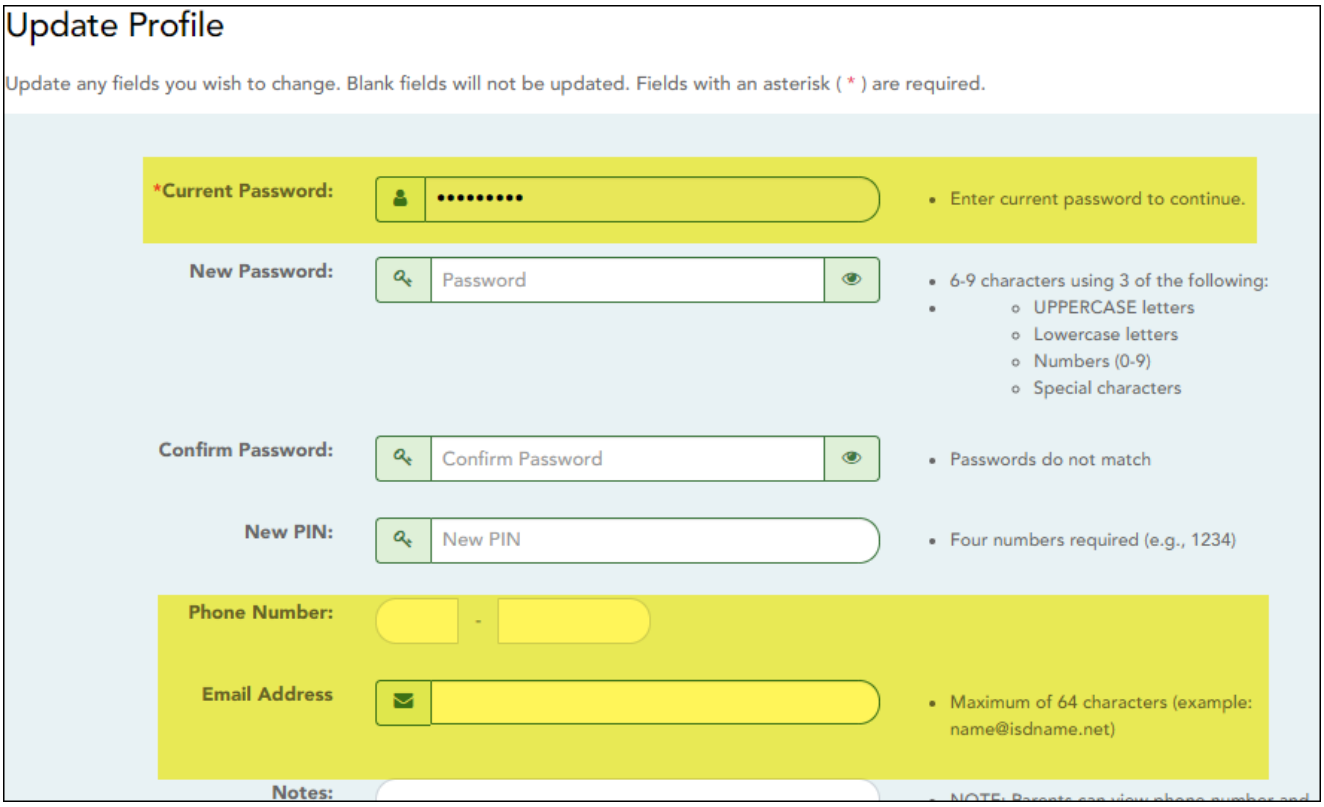


❑ Click **Finish**.

You are redirected to the Announcements page.

Update phone and email address.

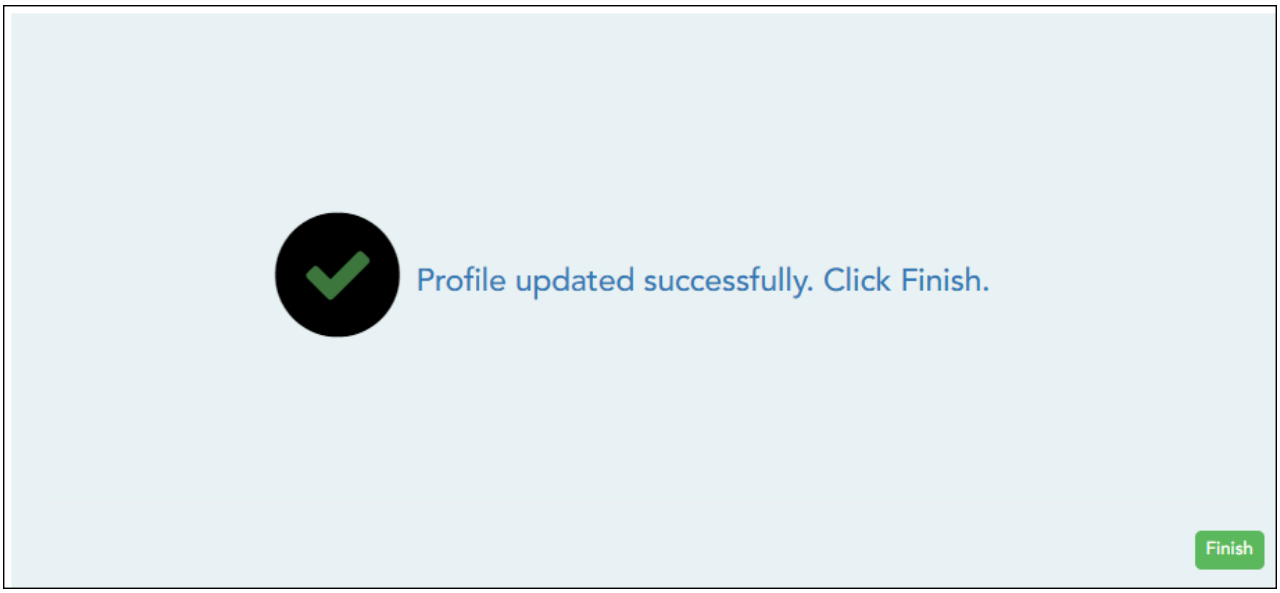
Settings > Update Profile



Current Password	For added protection of this information, you must type your current password to update data on the Update Profile, even though you have already logged on to TeacherPortal. **IMPORTANT:** If you have three unsuccessful attempts to access the page (invalid password), you will be logged out of your account. If this occurs, contact your campus administrator to have your account reset. To exit without saving any changes, click Home or any other menu item to go to another page.
Phone Number	To provide your telephone number to parents in ParentPortal, type the number in the NNN-NNNNNNN format. If blank, your phone number will not be provided in ParentPortal.
Email Address	To provide your email address to parents in ParentPortal, type the address (e.g., someone@example.net). If blank, your email address will not be provided in ParentPortal.

❑ Click **Next**.

If you did not select **Update Hint Questions**, the Success page is displayed.



❑ Click **Finish**.

You are redirected to the Announcements page.