



Update Your TeacherPortal Account

Table of Contents

Update Your TeacherPortal Account	i
Teacher Guide to ASCENDER TeacherPortal	1

Teacher Guide to ASCENDER TeacherPortal

Update Your TeacherPortal Account

I. Reset 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.

The screenshot shows the 'Reset Password' page in the ASCENDER TeacherPortal. At the top left, there is a red header bar with a white arrow pointing left and the text 'Return to Login'. Below this, a progress bar with three steps is shown: 'Reset Password' (highlighted with a red dot), 'Security Question', and 'Create New Password'. The main heading is 'Reset Password' followed by the instruction 'Enter Staff ID and User Name'. There are two input fields: 'Staff ID:' with a user icon and 'User Name:' with a user icon. At the bottom right, there are two buttons: 'Next' (blue outline) and 'Cancel' (red text).

- ☐ 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.
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☐ 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. <ul style="list-style-type: none"> • The password must be 8-46 characters using three of the following: uppercase letters, lowercase letters, numbers, and special characters • Your password is case sensitive.
Confirm Password	Retype the password exactly as you typed it above. This step confirms that you typed your password as you intended.

☐ Click **Finish**.


II. Update PIN.

[Settings > Update Profile](#)

Update Profile

Update any fields you wish to change. Blank fields will not be updated. Fields with an asterisk (*) are required.


*Current Password:




.....

• Enter current password to continue.

New Password:




Password




• 6-9 characters using 3 of the following:

- UPPERCASE letters
- Lowercase letters
- Numbers (0-9)
- Special characters

Confirm Password:




Confirm Password



• Passwords do not match

New PIN:



New PIN

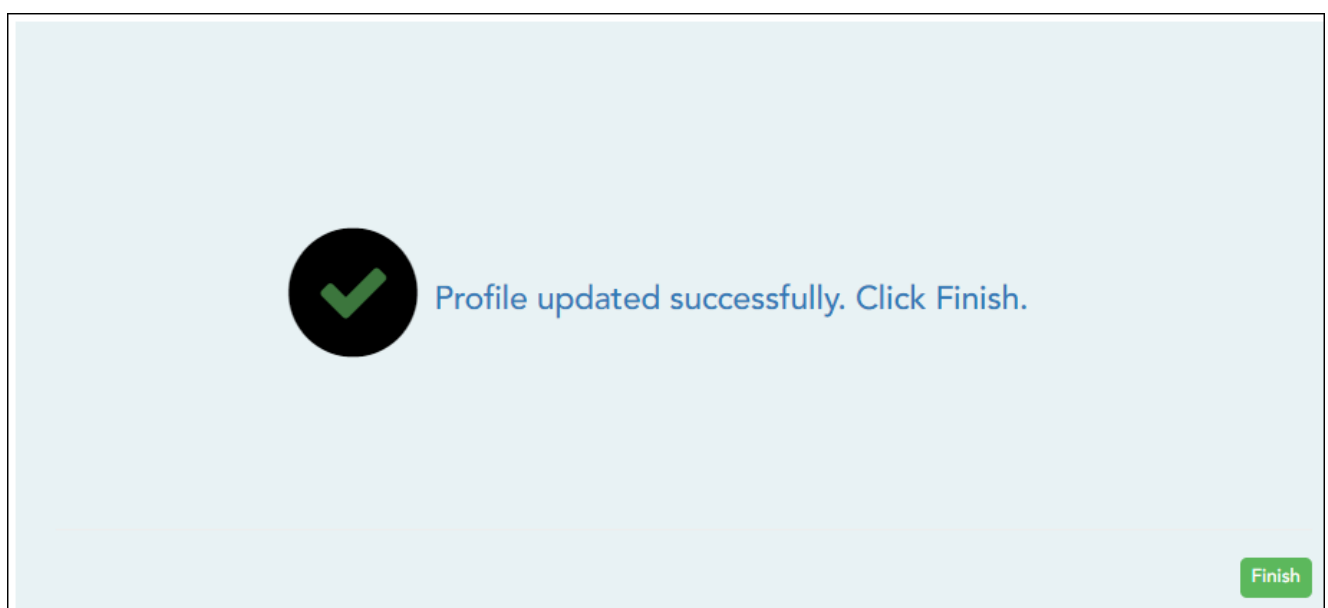
• Four numbers required (e.g., 1234)

Phone Number:

Current Password	<p>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.</p> <p>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.</p>
New PIN	<p>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.</p>

☐ Click **Next**.

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



☐ Click **Finish**.

You are redirected to the Announcements page.


III. Update hint questions.

Settings > Update Profile

Update Profile


Update any fields you wish to change. Blank fields will not be updated. Fields with an asterisk (*) are required.

***Current Password:**



• Enter current password to continue.


New Password:



• 6-9 characters using 3 of the following:

- UPPERCASE letters
- Lowercase letters
- Numbers (0-9)
- Special characters

Confirm Password:



• Passwords do not match


New PIN:

• Four numbers required (e.g., 1234)

Phone Number:

-

Email Address



• Maximum of 64 characters (example: name@isdname.net)

Notes:

• NOTE: Parents can view phone number and email address in ParentPortal.

Combine Courses in Attendance:

☒

• If changed, all seating charts must be re-saved.

Update Hint Questions:

☒

Current Password	<p>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.</p> <p>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.</p>
Update Hint Questions	<p>Select if you want to update your hint questions. The questions are updated on the next page when you click Next.</p>

☐ Click **Next**.

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

Update Hint Questions

Provide answers to three different questions. The information will assist you in resetting your password.

Question 1:
what is your favorite vacation spot

*Answer 1:

Question 2:
where were you born

*Answer 2:

Question 3:
what is your favorite pets name

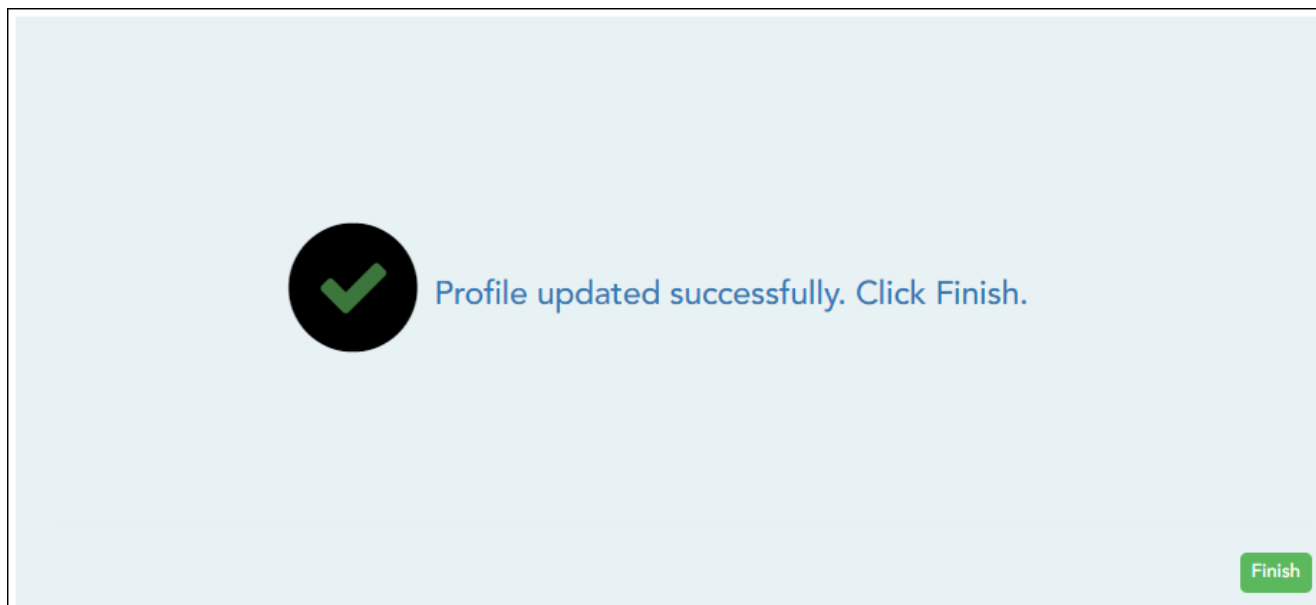
*Answer 3:

Next

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.


IV. Update email address or phone number.

[Settings > Update Profile](#)

Update Profile


Update any fields you wish to change. Blank fields will not be updated. Fields with an asterisk (*) are required.

*Current Password:




- Enter current password to continue.

New Password:



- 6-9 characters using 3 of the following:
 - UPPERCASE letters
 - Lowercase letters
 - Numbers (0-9)
 - Special characters

Confirm Password:



- Passwords do not match


New PIN:

- Four numbers required (e.g., 1234)

Phone Number:

-

Email Address



- Maximum of 64 characters (example: name@isdname.net)

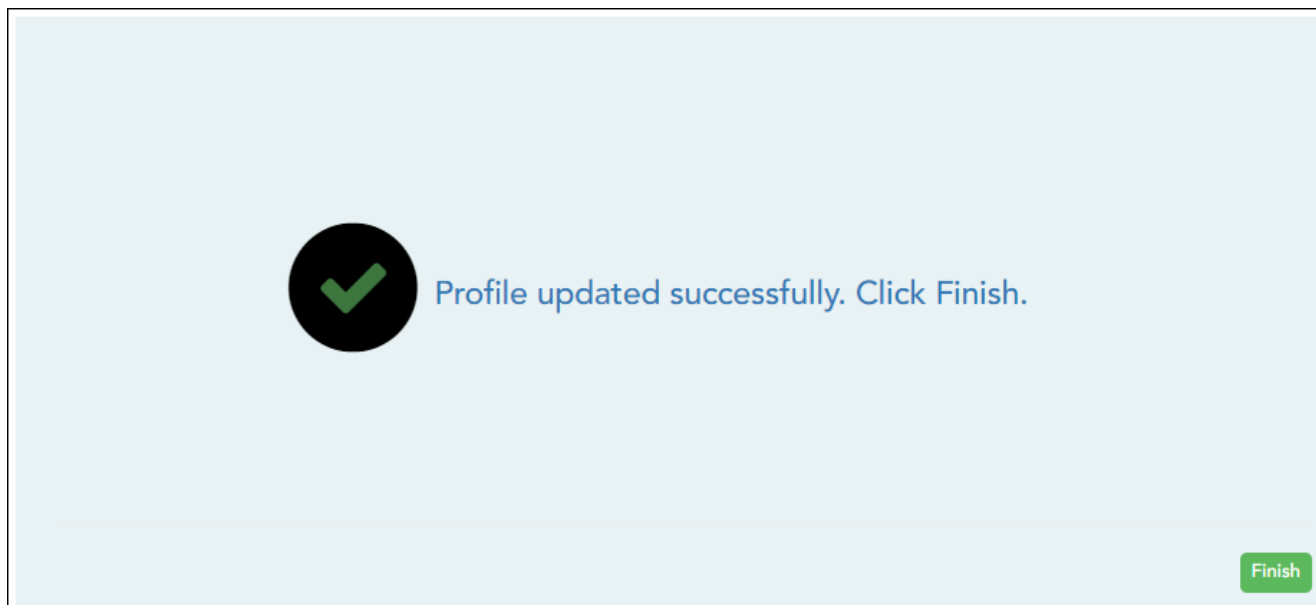
Notes:

NOTE: Parents can view phone number and

Current Password	<p>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.</p> <p>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.</p>
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.