



ASCENDER GUIDES



## Reset Your Password



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# Reset Your Password

You can use the Reset Password wizard to reset your password.

## Reset Password

← Return to Login

Reset Password

Reset Password   Security Question   Create New Password

Reset Password

Enter Staff ID and User Name

Staff ID:

User Name:

Next Cancel

|                  |   |
|------------------|---|
| <b>Staff ID</b>  | Type your Staff ID.   |
| <b>User Name</b> | Type your user name. You must <a href="#">create an account</a> in order to create a user name. |

☐ Click **Next**.

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

## Security Question

Reset Password

← Return to Login

Reset Password   **Security Question**   Create New Password

Security Question

Answer Hint Question to verify identity

Question: what is your birthdate

Answer:

Next

☐ Type the answer to your security question in the **Answer** field.

☐ Click **Next**.

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

## Create New Password

Reset Password

← Return to Login

Reset Password   Security Question   **Create New Password**

Create New Password

Enter and confirm new password and/or PIN

Password:  Password

Confirm Password:  Confirm Password

New PIN:  New PIN

Confirm PIN:  Confirm PIN

- 8-46 characters using 3 of the following:
  - UPPERCASE letters
  - Lowercase letters
  - Numbers (0-9)
  - Special characters
- Passwords do not match
- Enter four numbers (e.g., 1234) or leave blank
- PINs do not match.

Finish

- 
- ☐ Type your new password following the requirements on the screen.
  - ☐ Click **Finish**.

The Announcements page opens.