



ASCENDER  
**EMPLOYEE**  
PORTAL

ASCENDER GUIDES



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ELEVATING TECHNOLOGY SOLUTIONS





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**ASCENDER EmployeePortal > Forgot User Name**

From the EmployeePortal Login page, click **Forgot User Name**. The Recover User Name page is displayed.

This page is used to recover your user name if you forgot it.

**User Information**

The screenshot shows the 'Recover User Name' page with a progress bar at the top indicating three steps: 'User Information' (active), 'Security Question', and 'Complete'. Below the progress bar, there are three input fields: 'Employee Number (000100):' with a person icon, 'Date of Birth (mm/dd/yyyy):' with a calendar icon, and 'Zip Code (12345):' with a magnifying glass icon. At the bottom right, there are 'Next' and 'Cancel' buttons.

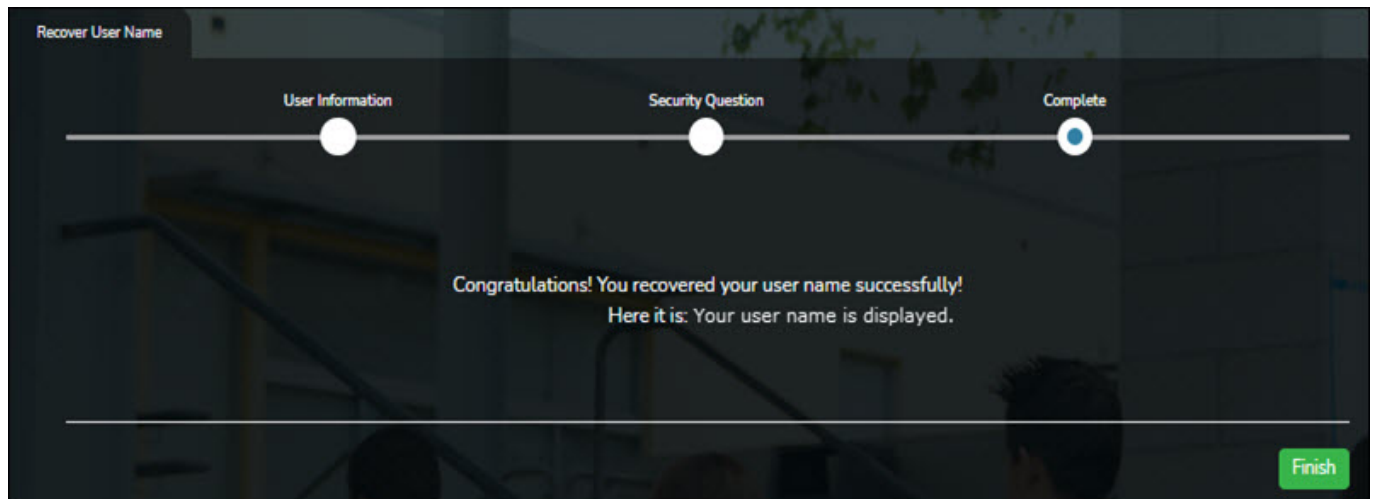
<b>Employee Number or Social Security Number</b>	Depending on your LEA's settings, you are prompted for either your employee number or your nine-digit social security number.
<b>Date of Birth</b>	Type your birth date in the MMDDYYYY format.
<b>Zip Code</b>	Type your five-digit zip code.

**Security Question**

The screenshot shows the 'Recover User Name' page with a progress bar at the top indicating three steps: 'User Information', 'Security Question' (active), and 'Complete'. Below the progress bar, there is a text prompt 'Answer Security Question to verify identity'. Underneath, it says 'Security Question: Your security question is displayed.' followed by a 'Security Answer:' label and a text input field. At the bottom right, there are 'Back', 'Next', and 'Cancel' buttons.

<b>Security Question</b>	Type a question you will be asked in the event that you forget your password at a later date.
<b>Security Answer</b>	Type the answer to the security question. This is case-sensitive.

☐ Click **Next**.



☐ Click **Finish**. You are redirected to the EmployeePortal Login page.



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