



ASCENDER GUIDES




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User Information

The screenshot shows a web form for creating an account. At the top, there are four tabs: 'Login', 'Create Account', 'New Student Enrollment', and 'ISDDocuments'. Below the tabs is a progress bar with three steps: 'User Information' (active), 'Security Question', and 'Complete'. The form fields are:

- User Name:** A text input field with a lock icon on the left and a placeholder 'User Name'.
- Password:** A text input field with a lock icon on the left, a placeholder 'Password', and an eye icon on the right for toggling visibility.
- Password Verification:** A text input field with a lock icon on the left, a placeholder 'Password Verification', and an eye icon on the right.
- Email Address:** A text input field with an envelope icon on the left and a placeholder 'Example_01@exp.com'.
- Mobile Number (10 digits):** A text input field with a phone icon on the left and a placeholder 'Ex.(210)123-1234'.

At the bottom right of the form, there are two buttons: a green 'Next' button and a red 'Cancel' button.

User Name	<p>Create a username to identify you in ASCENDER ParentPortal with a combination of letters from your first and last name.</p> <p>Requirements:</p> <ul style="list-style-type: none"> • 6-25 alphanumeric characters • Unique (no one else in the district is using it) • Not case-sensitive
Password	<p>Type a password that you will use when you log on to ASCENDER ParentPortal.</p> <p>A show/hide toggle  allows you to view or mask the characters you are typing.</p> <p>Requirements:</p> <p>Between 16 and 46 characters. Must include at least one of each of the following character types:</p> <ul style="list-style-type: none"> • Uppercase letters (A-Z) • Lowercase letters (a-z) • Numbers (0-9) • At least one allowed special character
Password Verification	<p>Re-enter your password to verify that you typed it as intended.</p>

Email Address	(Required) Type your email address. You cannot enter an address that is already in use. NOTE: If you have multiple students associated with your account, the email address listed for the guardian at your student's campus must match for ALL students associated with your ParentPortal account in order for Registration features to be activated, and the email address must be validated.
Mobile Number	

Click **Next**.

Security Question



The screenshot shows a registration flow with three steps: User Information, Security Question, and Complete. The Security Question step is active. A dropdown menu for 'Select Question' is open, showing 'What was the name of your first pet?'. Below it is a text input field for the 'Answer' with a placeholder 'Answer'. At the bottom right are 'Back', 'Next', and 'Cancel' buttons.

Select Question	Select a question. If you need to reset your password, you will be asked this question.
Answer	Type the answer to the question. You will need to answer this question correctly to recover your password. Be sure to select a question for which you will remember the answer easily. IMPORTANT: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).

Click **Next**.



Complete

Click **Finish**.

- The [My Account](#) page opens where you can add a student to your account and update your security and contact information.
- If you entered an email address or mobile number, you will receive a notification message containing a verification link.

NOTE: If you are not listed as a contact or as a guardian (i.e., student, step-parent, etc.), you will be a read-only user with limited access.



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