



ASCENDER GUIDES

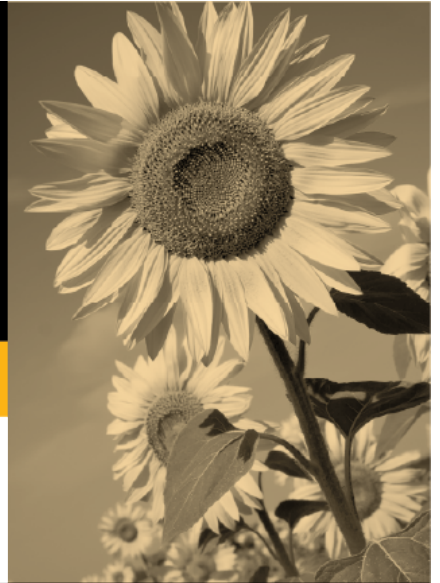


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Recover Your User Name

You can use the Recover User Name wizard to recover your StudentPortal user name.

User Information

← Return to Login

Recover User Name

User Information Security Question Complete

User Information

Please enter Student ID, Birth Date and SSN to recover your user name

Student ID: Student ID • Example: 123456

Birth Date: Birth Date • Example: 03/11/1994

Social Security Number: Social Security Number • Last Four of SSN (Example: 5555)

Next Cancel

Student ID	Type your Student ID number.
Birth Date	Type your birth date.
Social Security Number	Type the last four numbers of your social security number.

☐ Click **Next**.

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

Security Question

The screenshot shows a web interface for recovering a user name. At the top, there is a red button labeled 'Return to Login'. Below it, the title 'Recover User Name' is displayed. A progress bar indicates three steps: 'User Information', 'Security Question' (the current step, highlighted in orange), and 'Complete'. The 'Security Question' section has a subtitle 'Answer Hint Question to verify identity'. It contains a 'Question:' field with the text 'What is your pet's name?' and an 'Answer:' field with an empty text input box. At the bottom right, there are two buttons: 'Back' and 'Next'.

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

☐ Click **Next**.

If you entered all required data, the Complete page opens.

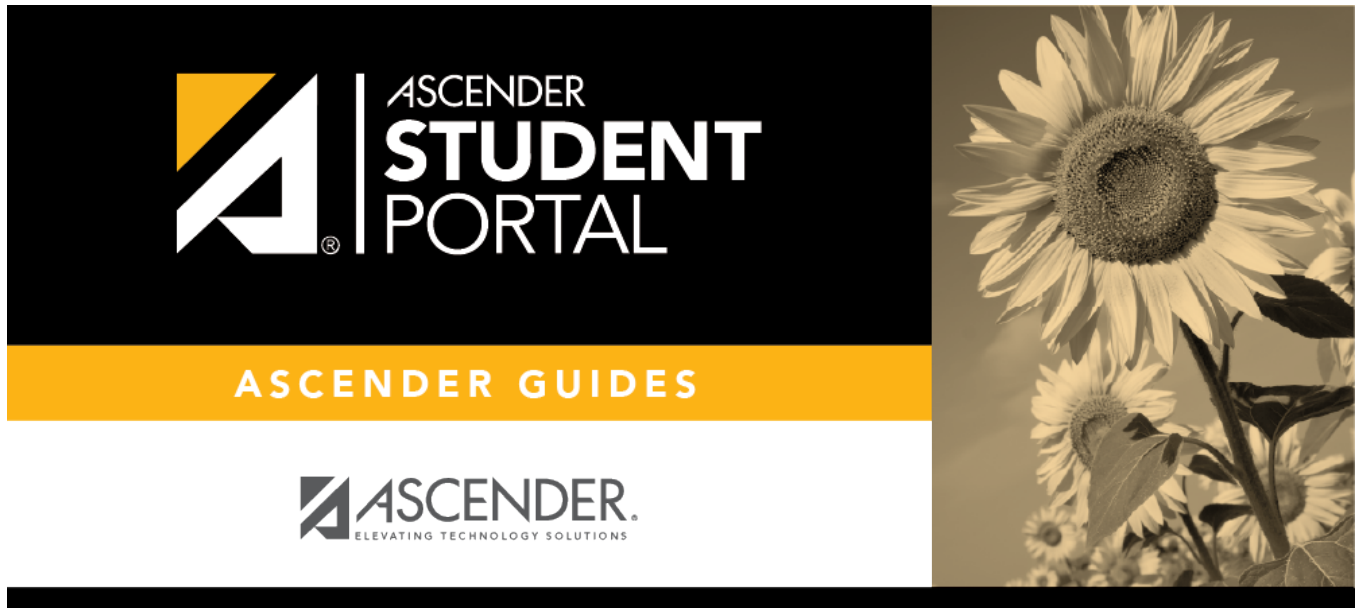
Complete

The screenshot shows the 'Complete' step of the 'Recover User Name' process. The progress bar now shows 'User Information', 'Security Question', and 'Complete' (highlighted in orange). The main content area features a large green checkmark icon and the text 'Congratulations! You recovered your user name successfully! Here it is:'. Below this text, the user's name is displayed in a blue, blurred font. At the bottom right, there is a green button labeled 'Finish'.

Your user name is displayed.

☐ Click **Finish**.

The Announcements page opens.



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