



ASCENDER GUIDES



Table of Contents

Recover Your User Name 1

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: • Example: 123456

Birth Date: • Example: 03/11/1994

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

← Return to Login

Recover User Name

User Information Security Question Complete

Security Question

Answer Hint Question to verify identity

Question: What is your pet's name?

Answer:

Back 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

← Return to Login

Recover User Name

User Information Security Question Complete

 Congratulations! You recovered your user name successfully!
Here it is: 

Finish

Your user name is displayed.

Click **Finish**.

The Announcements page opens.



Back Cover