



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

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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:	<input type="text"/> Student ID	• Example: 123456
Birth Date:	<input type="text"/> Birth Date	• Example: 03/11/1994
Social Security Number:	<input type="text"/> 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

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Recover User Name

User Information Security Question Complete

Security Question

Answer Hint Question to verify identity

Question: What is your pet's name?

Answer:

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

Note: Your security answers are case sensitive.

- Click **Next**.

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

Complete

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Recover User Name

User Information Security Question Complete

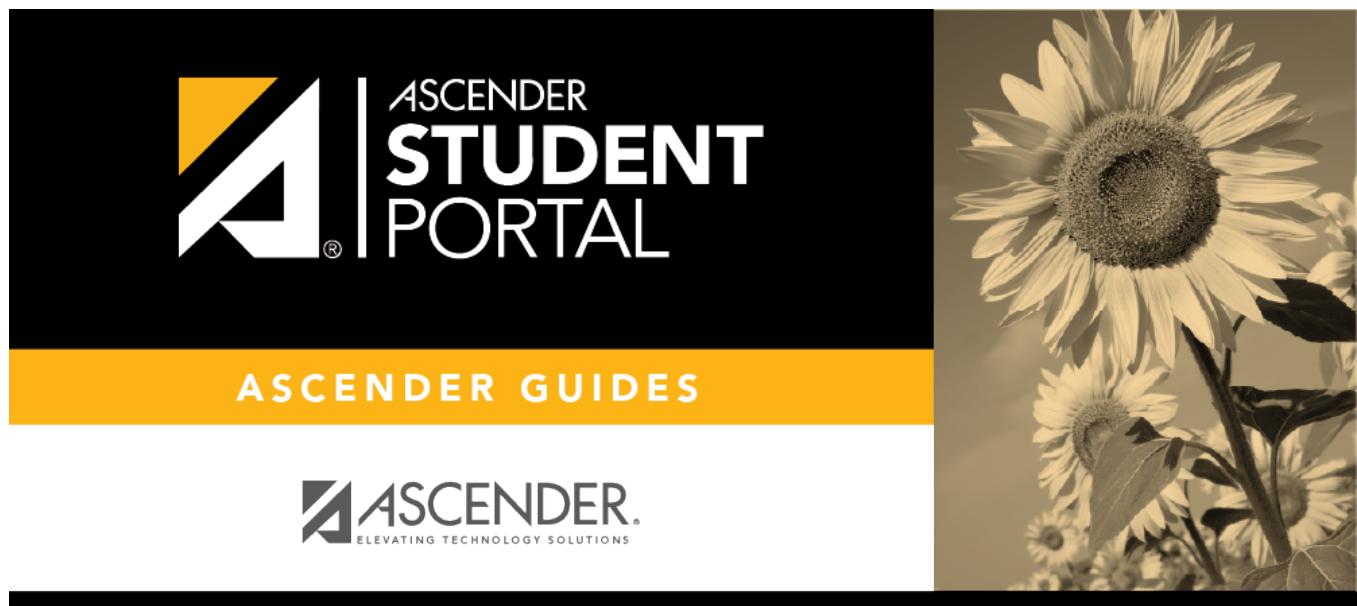
 Congratulations! You recovered your user name successfully!
Here it is: **[REDACTED]**

[Finish](#)

Your user name is displayed.

Click **Finish**.

The Announcements page opens.



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