



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

<b>Student ID</b>	Type your Student ID number.
<b>Birth Date</b>	Type your birth date.
<b>Social Security Number</b>	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.

**Note:** Your security answers are case sensitive.

☐ Click **Next**.



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

## Complete

← Return to Login

### Recover User Name

User Information   Security Question   **Complete**

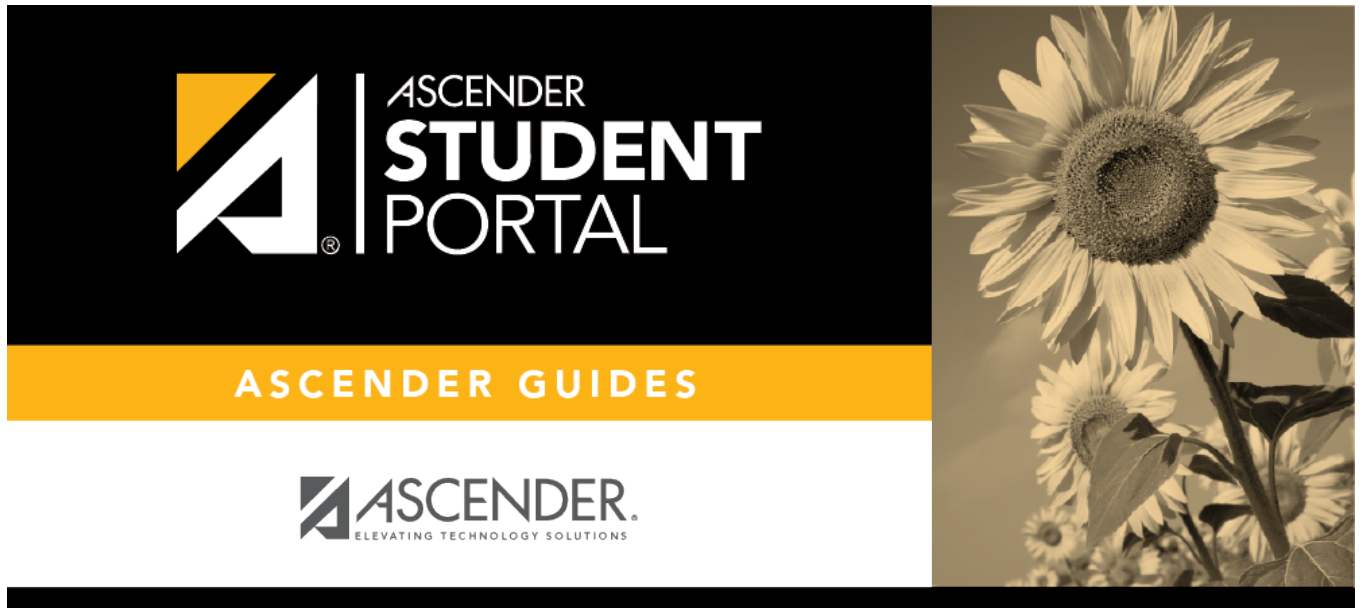
 Congratulations! You recovered your user name successfully!  
Here it is: 

Finish

Your user name is displayed.

☐ Click **Finish**.

The Announcements page opens.



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