

Parent Guide to ASCENDER ParentPortal

What would you like to do?

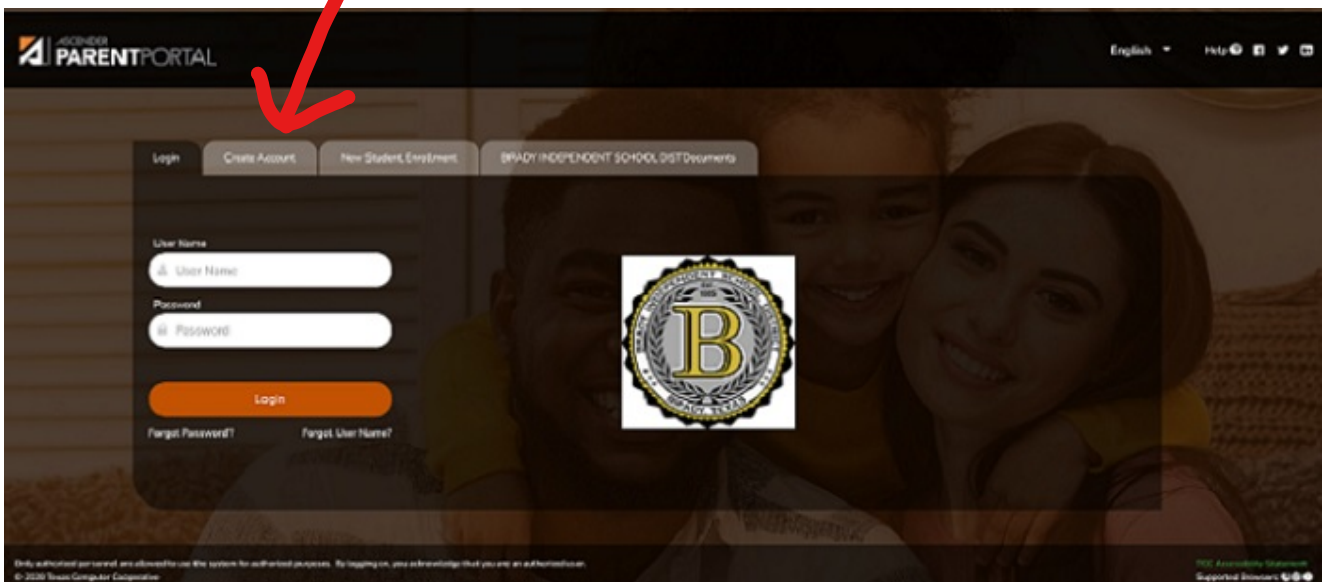
Access ParentPortal

I. [Create an ASCENDER ParentPortal account and log on.](#)

ASCENDER ParentPortal > Login


Before enrolling a student, create a user account in ASCENDER ParentPortal in order to obtain a user name and password to access the system. When you access ParentPortal, the Login page is displayed.

Click **Create Account**.



The Create Account - User Information page opens.

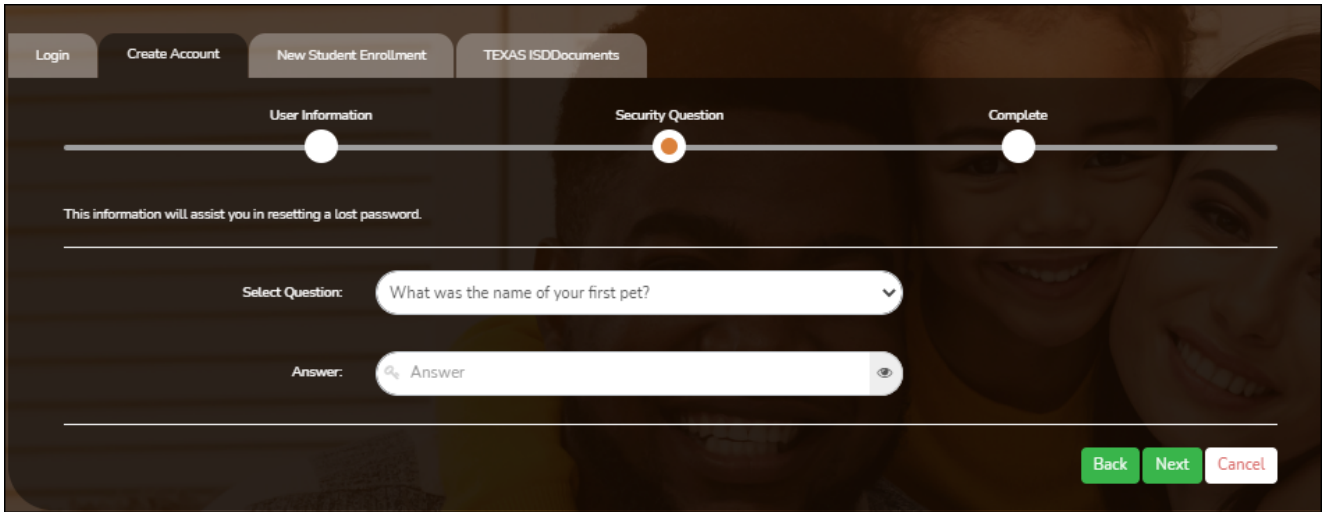
User Information

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> <ul style="list-style-type: none"> • 8-46 alphanumeric characters • Three of the following: uppercase, lowercase, numeric, and special characters • Case-sensitive
Password Verification	<p>Re-enter your password to verify that you typed it as intended.</p>

Email Address	<p>(Required) Type your email address. You cannot enter an address that is already in use.</p> <p>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.</p>
Mobile Number	<p>Type your ten-digit mobile number. You cannot enter a number that is in use.</p>

Click **Next**.

Security Question



Select Question	Select a question. If you need to reset your password, you will be asked this question.
Answer	<p>Type the answer to the question.</p> <p>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.</p> <p>IMPORTANT: The answer is case-sensitive (always write it exactly as it appears here, including upper and lower case letters).</p>

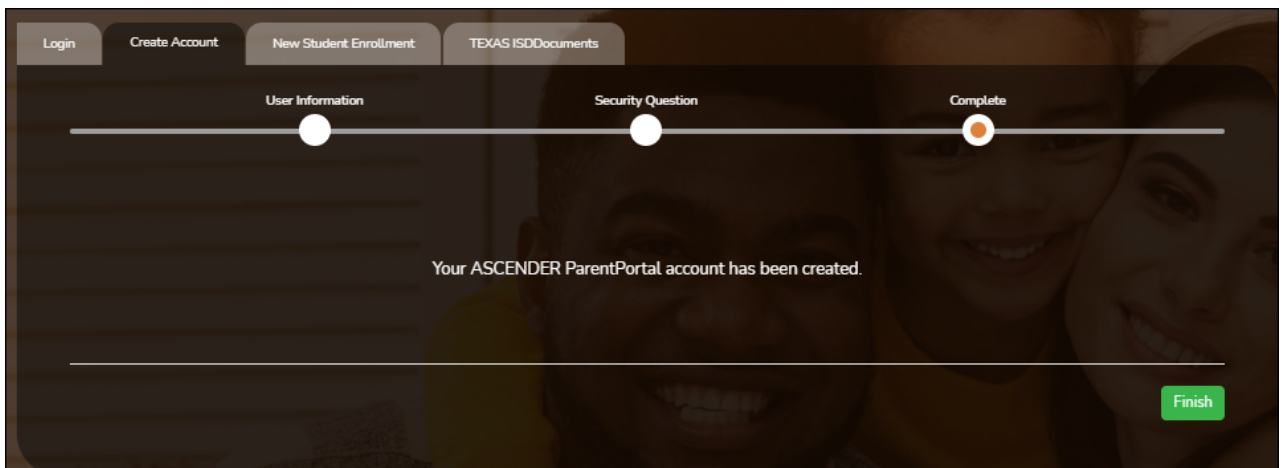
Click **Next**.

License Agreement

Review and accept the End User License Agreement (EULA) for ASCENDER. This agreement must be accepted in order to proceed.

Select **Accept**.

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.

II. [Retrieve your user name, or update your password.](#)

If you have forgotten your password, you can reset it. You can also change your password at any time.

From the Login page, click the link below the login fields to go to the [Reset Password](#) page.

MOBILE DEVICE USERS: On a mobile device, tap **Login** to access this link.