



## Other Tools




- Click to hide the left-side navigation bar. Click again to display the navigation bar.



- Various sections throughout ParentPortal can be collapsed or expanded. Most data is expanded by default. Click  to hide the section from view. Click  to show the section.



- Various pages throughout ParentPortal can be printed. Using the print icon instead of the browser's print option will ensure the best formatting of the content. Click  to print the content displayed.

## Top-right



- Click to view alerts for your student. The number of unread alerts (if any) is displayed in a red circle next to the icon.



- Click to view ASCENDER ParentPortal online Help.



- Click to change the language or log out of ASCENDER ParentPortal.

## Bottom-left



- Click to open the My Account page.



- Click to log out of ASCENDER ParentPortal.

## Update Your ParentPortal Account

I. [Access the My Account page.](#)

## ASCENDER ParentPortal > My Account

From most pages in ParentPortal, you can access the My Account page from the menu in the top-right corner.



II. Update your parent contact information.

## ASCENDER ParentPortal > My Account > Contact Information

### Contact Information

Update and verify email address and mobile phone information.

A screenshot of the 'Contact Information' form. The form has a title 'Contact Information' at the top left and a green upward arrow at the top right. There are two input fields: 'Email Address' and 'Mobile Number'. To the right of the 'Email Address' field is a red button labeled 'Remove Email'. To the right of the 'Mobile Number' field is a grey button labeled 'Verify Mobile'.

### Email

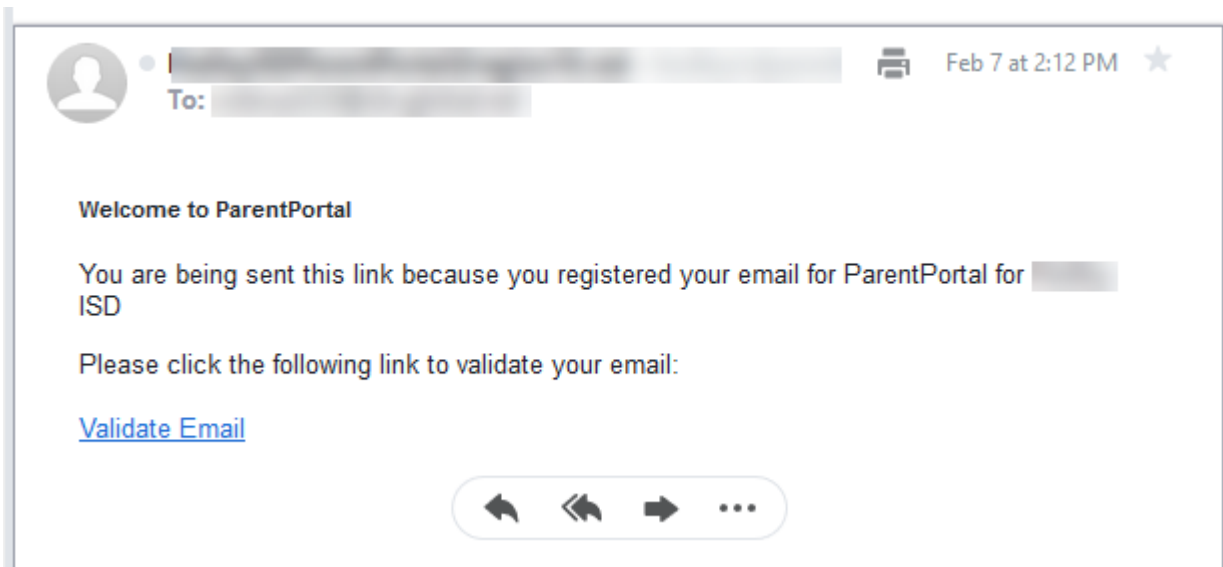
You must provide and verify your email address before you can access features that require your email address. You can update your email address at any time.

<p><b>Current Email Address</b></p>	<p>This field is displayed if your email address has previously been entered.</p> <ul style="list-style-type: none"> <li>• The message “Verified” is displayed if the email address has been verified.</li> <li>• The message “Unverified” is displayed if the email address has not been verified.</li> </ul> <p>If no email address has been entered, type your current email address.</p> <p>Your email address must be entered in a valid format (e.g., name@domain.com).</p> <p>You cannot enter an email address that is already in use.</p>
<p><b>New Email Address</b></p>	<p>If you have not verified your email address, type the address and click <b>Update Email</b>.</p> <p>A message is sent to your email inbox allowing you to verify your address. Until you verify your address, the message “Unverified” is displayed.</p> <p>Click <b>Remove Email</b> to clear the email address and prevent verification. If necessary, click <b>Re-send</b> to resend the message.</p>
<p><b>Confirm Email Address</b></p>	<p>Retype the email address to confirm that you typed it as intended.</p>

Click **Verify Email Address**.

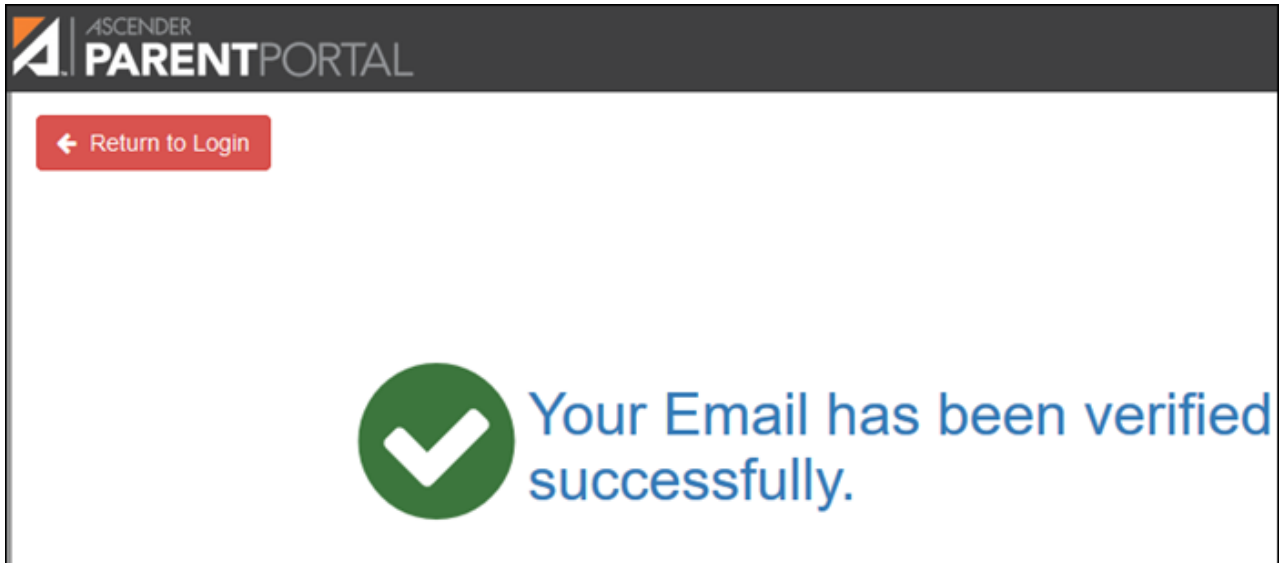
You will receive an email message at that address containing a verification link.

If you entered an email address when you registered for this parent portal account, you should have received an email message in your inbox with a code allowing you to verify your email address.



Click **Validate email**.

A message is displayed indicating that your email was successfully verified.



Once you have verified your email address, you can click **Remove Email** at any time to remove and/or change the email address registered, or to remove the email address.

- If you click **Remove Email**, the current email address is removed.
- The email address field is displayed allowing you to verify another email address.

If you remove or change your email address, your alert notification options will be reset. To reset your alerts, go to Alerts > Subscribe to Alerts and set the **Alert Notification Type** field according to your preferences. The option to receive alerts by email will not be available unless you have an email address successfully verified.

## Mobile

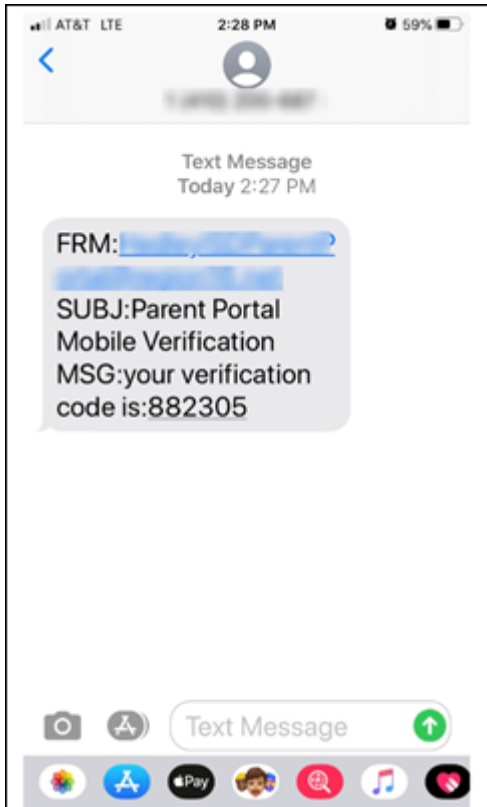
Registering your mobile phone number enables you to receive alert notifications as text messages.

**IMPORTANT:** If you change cell phone carriers, you may stop receiving alert messages, and you may need to re-register the number.

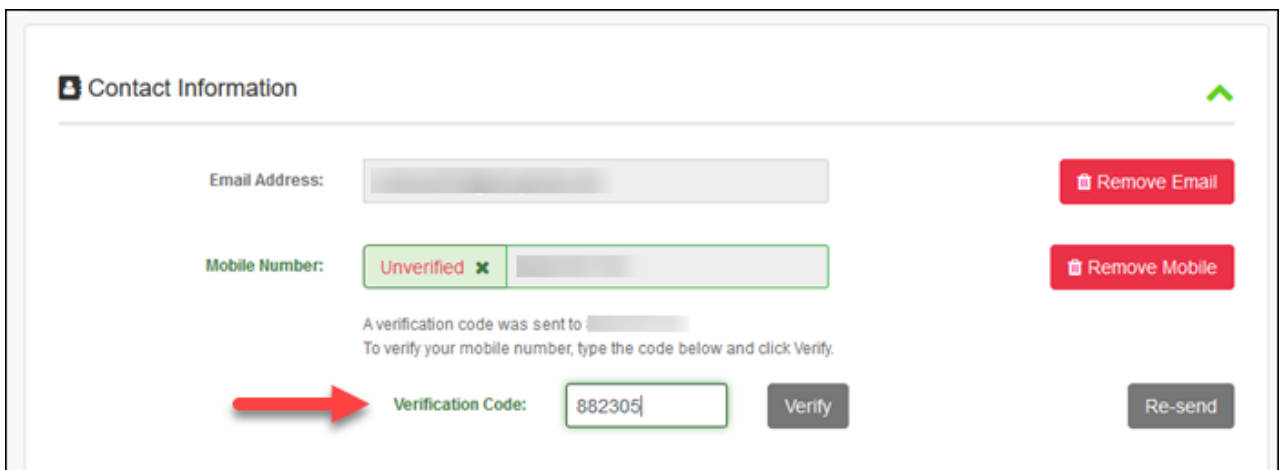
<b>Mobile Number</b>	Type the cell phone number to be registered in the AAANNNNNNN format, where AAA is the area code, and NNNNNNN is the number. <b>Do not use hyphens.</b>
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Click **Verify Mobile.**

You will receive a text message at the number entered which will contain a verification code.



The **Verification Code** field will appear.



<b>Verification Code</b>	Type the verification code that was sent in the text message.
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Click **Verify Code.**

- If the code was entered accurately, a message is displayed indicating that you have successfully signed up to receive text messages.
- If the verification code is unsuccessful, click **Re-send** to send a new code.

## Change or remove your mobile number

Once you have verified your mobile number, you can click **Remove Mobile** at any time to remove and/or change the cell phone number registered.

- If you click **Remove Mobile**, the current number is removed.
- The mobile number fields are displayed allowing you to verify another number.

III. [Update your ParentPortal password.](#)

## ASCENDER ParentPortal > My Account > Security Information

### Password

You can update your ParentPortal account password at any time.



Security Information

Password:

Update Password

Security Question:

Update Security Question

Answer:

Click **Update Password**.

A pop-up window opens:

<b>Old Password</b>	Type your current password in order to verify your access.
<b>New Password</b>	Type a password that you will use when you log on to txConnect. <ul style="list-style-type: none"> <li>• The password must be 8 to 25 alphanumeric characters.</li> <li>• Use a combination of the following: uppercase, lowercase, numeric, and/or punctuation (e.g., aBcd1234).</li> <li>• Your password is case sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).</li> </ul>
<b>Confirm Password</b>	Retype your password exactly as it was typed above. This step confirms that you typed your password as you intended.

Click **Save**.

The password is changed.

[IV. Update your security information \(hint questions\).](#)

## ASCENDER ParentPortal > My Account > Security Information

### Security Questions & Answers

**Security questions and answers are used to verify your identity if you have forgotten**

**your password. You can change the question, the answer, or both at any time.**

The screenshot shows a 'Security Information' form. It contains three input fields: 'Password' (masked with dots), 'Security Question' (containing 'What was the name of your first pet?'), and 'Answer' (containing 'Dog'). To the right of each field is a dark grey button: 'Update Password' for the password field, and 'Update Security Question' for the security question field.

Click **Update Security Question**.

A pop-up window opens.

The screenshot shows a pop-up window titled 'Update Security Question'. It features a dropdown menu for the 'Question' field, currently displaying 'What was the name of your first pet?'. Below it is a text input field for the 'Answer', containing 'Dog'. At the bottom right, there are two buttons: a grey 'No' button and a blue 'Save' button.

<b>Question</b>	Select a question to which you will provide an answer. This question will be asked in the event that you lose your password.
<b>Answer</b>	Type the answer to the question.  You will be required to answer the question correctly in order to recover your password. Be sure to select a question for which you will easily remember your answer.  <b>IMPORTANT:</b> The answer is case-sensitive (i.e., you must always type it exactly as it is entered here, including uppercase and lowercase letters).

Click **Save**.

## View Your Student's Information

[I. View your student's attendance.](#)