ASCENDER | EMPLOYEE PORTAL

Notes:

💡 ELEVATING EMPLOYEE SOLUTIONS

INQUIRY

View calendar year-to-date summary of various employee earnings information. Prior year information is also available, view current pay information, deductions & earnings, view and print a PDF copy of your W-2/1095 tax forms, update your W-2 & 1095 electronic consent preferences.

SELF-SERVICE

Request updates to your personal demographic and payroll information such as: Name, Emergency Contact Information, Email/Physical Addresses, Phone Numbers, W-4 Information & Direct Deposit Details.

LEAVE

Create/submit leave requests, view leave status information and leave types & balances, edit/delete leave request entries, and view up to 18 months of processed & unprocessed leave.

Please note, some content may not be available in your organization.
For more information, please contact your LEA's EmployeePortal administrator.

ASCENDER
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For more information see
help.ascendertx.com/employeeportal

Password Recovery

If you forgot your password and need to reset it, click **Forgot Password**. The Forgot Password page is displayed.

1. Type the **User Name** entered when you created your ASCENDER EmployeePortal account. Your user name is not case-sensitive.
2. Type your **Date of Birth** (MM DD YYYY).
3. Type your five-digit **Zip Code**.

TIP: Be sure to enter the date of birth and zip code that exists on your employee record.

4. Click **Retrieve**.
5. You are prompted to answer the **hint question** that you entered when you created your user account. In the **hint answer** field, type the answer to the hint question.

   - You have three opportunities to answer the question correctly.
   - If the question is not correctly answered, the answer is protected, and you are prompted to call your EmployeePortal administrator to have your user account deleted. Once your user account is deleted, you can use the New User page to create your account again.

6. Click **Submit**. You are redirected to the EmployeePortal Login page. An email message containing your temporary password is sent to your email address.
7. Obtain your temporary password from your email and return to the EmployeePortal Login page. The temporary password is only valid for 24 hours.
8. Type your user name and the temporary password, and then click **Login**. You are redirected to the Change Password page.

Follow the instructions to change your password.

Existing EmployeePortal Users:

If you DO have an EmployeePortal account — Access the EmployeePortal link provided by your LEA.

1. Type the **User Name** entered when you created your ASCENDER Employee Portal account. Your user name is not case-sensitive.
2. Type the most recent **Password** entered for this account. Your password is case-sensitive.
3. Click **Login**. The EmployeePortal home page is displayed.

WARNING! If you have three unsuccessful attempts to log on (invalid user name/password combinations), the system will lock out your account for 5 minutes. Try logging on again after 5 minutes.

Password Reset

If you are locked out of your account, contact your LEA's EmployeePortal administrator.

If you are an existing user and you know your current password and want to change it, click your name in the upper-left corner or click   . The Self-Service Profile page is displayed.

1. Click **Change Password**. The Change Password window opens.
2. Type your current EmployeePortal password.
3. Type a new six-to-nine alphanumeric password. The password must contain at least one uppercase letter, one lowercase letter, and one number.
4. Click **Submit** to update your current password to the new password. You will receive a confirmation email message notifying you that your password changed.

Existing Employee Access users will use the same user name and password to access the new EmployeePortal.

New EmployeePortal Users:

If you DO NOT have an EmployeePortal account — Access the EmployeePortal link provided by your LEA.

1. Click **New User.**
2. Based on your LEA's requirements, you are prompted to type either your **Employee Number** or your nine-digit **Social Security Number**.
3. Type your **Date of Birth** (MM DD YYYY).
4. Type your five-digit **Zip Code**.

TIP: Be sure to enter the date of birth and zip code that exists on your employee record.

5. Type in a **User Name**, such as a combination of letters from your first and last name. User names must be:
   - 6-8 characters (letters and numbers only)
   - Unique (not used by anyone in the district)
   - User names are not case-sensitive.
   - No embedded spaces are allowed
6. Type in a password that is:
   - 6-9 characters, and
   - Must contain at least one of the following: uppercase, lowercase, and numeric
   - Passwords are case-sensitive
7. Re-enter your password for verification.
8. Type your **work email address,** and then enter it again for verification. If your work e-mail already exists, you cannot make changes.
9. Type your **home email address**, and then enter it again for verification. If your home e-mail already exists, you cannot make changes.
10. Type a **Hint Question**, and then type in the Hint Answer. The answer is case-sensitive.
11. Click **Save**. The EmployeePortal home page is displayed indicating that you have successfully logged on to the portal. You will receive a confirmation email message containing your user name.