

## Using Ascender

You can access Ascender on the Jarrell ISD website by going to [www.jarrellisd.org](http://www.jarrellisd.org). Select the [Staff Homepage](#) ; [Ascender – Employee Portal](#) is listed under Human Resources.

## Logging In

If you already had an Employee Access account, the username and password you used for Employee Access will still work with [Ascender](#). Please enter those credentials to access your account.

## Password Recovery

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

1. Type your Employee Number (you may need to type 00 and then your employee number. For example, employee number is 9999, so you would type 009999.)
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 email me ([pennee.hall@jarrellisd.org](mailto:pennee.hall@jarrellisd.org)) to have your user account deleted. Once your user account is deleted, I will send you instructions to set up your account again.**

6. Click Submit. You are redirected to the Ascender 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 Ascender 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.

## New User

If you are a New Hire, or never created an Employee Access account, you will need to follow these steps to create an account with Ascender.

Go to the Jarrell ISD Ascender login page: [www.jarrellisd.org](http://www.jarrellisd.org). Select the [Staff Homepage](#). [Ascender](#) – Employee Portal is listed under Human Resources..

1. Click New User.
2. Enter Your Employee Number. (you may need to type 00 and then your employee number. For example, employee number is 9999, so you would type 009999.)
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 Username, 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 Ascender 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.

**Save your password!**