Completing Ascendium Partner Portal New User Account Security Profiles

Introduction

As part of our commitment to security, after you request account access to the Ascendium Partner portal on the Ascendium website (https://ascendiumeducationsolutions.org), we need you to complete security profiling of your account.

If you experience technical difficulties or have questions, contact Attigo Product Support by phone at (844) 649-2923 or by email at Product_Support@ascendiumeducation.org.

Completing First-Time Login Requirements

To complete security profiling of your account, you need a user ID, temporary password, temporary security code, and a Symantec Validation & ID Protection (VIP) token or application (app) to generate a long-term security code. When you sign into the Ascendium Partner portal, the New User Account Setup wizard guides you through a series of questions to help us determine where you are in the setup process, and then helps you complete a few final steps. Within two business days, you receive a New User Welcome email from Product Support which contains your user ID, temporary password, and temporary security code.

The wizard guides you through the steps you need to obtain secure account access. This document details steps included in the wizard, which may not apply to you, depending on your situation.

Obtaining a VIP Credential

You need a Symantec VIP credential—either a physical token (i.e., VIP Security Token) or a token downloaded to your desktop or mobile device (VIP Access). Complete the following to download VIP Access.

1. **Access the New User Welcome email** you received from Attigo® Product Support, and then click the link to the Ascendium Partner portal (https://ascendiumeducationsolutions.org).

   The Ascendium Partner portal homepage opens.

2. **Click** *Sign Up* in the New User? section to open the Welcome page in the New User Account Setup wizard.

Attigo Customer Login

For business partners who are using an Attigo student success solution

New User?

Sign Up »

Returning User

❗ Your user ID, password, or security code were incorrect. Please try again.

User ID:

Password:

Security Code:

LOG IN   **Trouble logging in?**

Figure 1: Example of the New User section, identifying the Sign Up link.

3. Click *Get Started*.

Figure 2: Example of the Welcome page in the New User Account Setup wizard, identifying the Get Started button.

T**he wizard asks whether you've received a welcome email with your user ID, temporary password, and temporary security code.**

4. Click *Yes.*

Figure 3: Example of the question regarding receiving the welcome email in the New User Account Setup wizard, identifying the Yes button.

The wizard asks if you have a VIP security token.

5. Click *No*.

Figure 4: Example of the question regarding having a VIP security token in the New User Account Setup wizard, identifying the No button.

The wizard asks if you have downloaded the VIP Access app.

6. Click *No*.
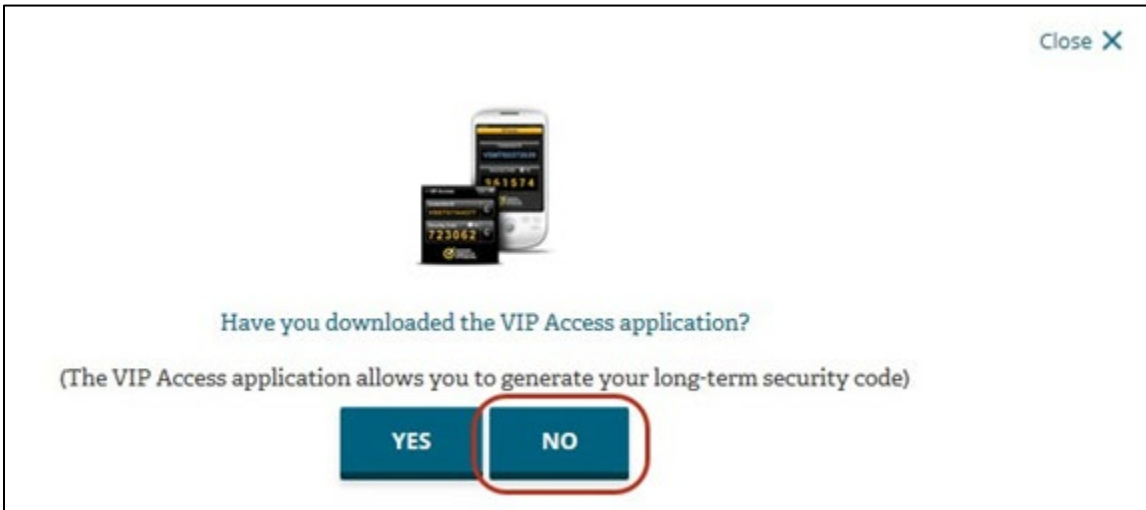
Figure 5: Example of the question regarding downloading the VIP Access app in the New User Account Setup wizard, identifying the No button.

The Get Your Security Code page opens.

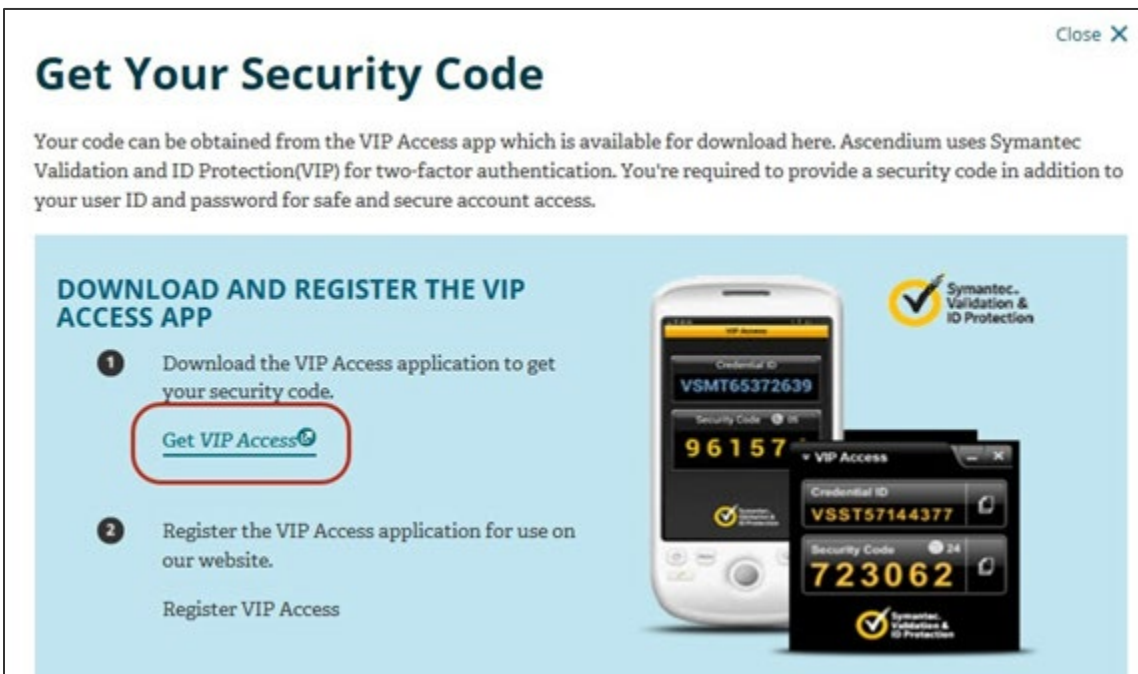7. Click *Get VIP Access*.

Figure 6: Example of the Get Your Security Code page in the New User Account Setup wizard, identifying the Get VIP Access link.

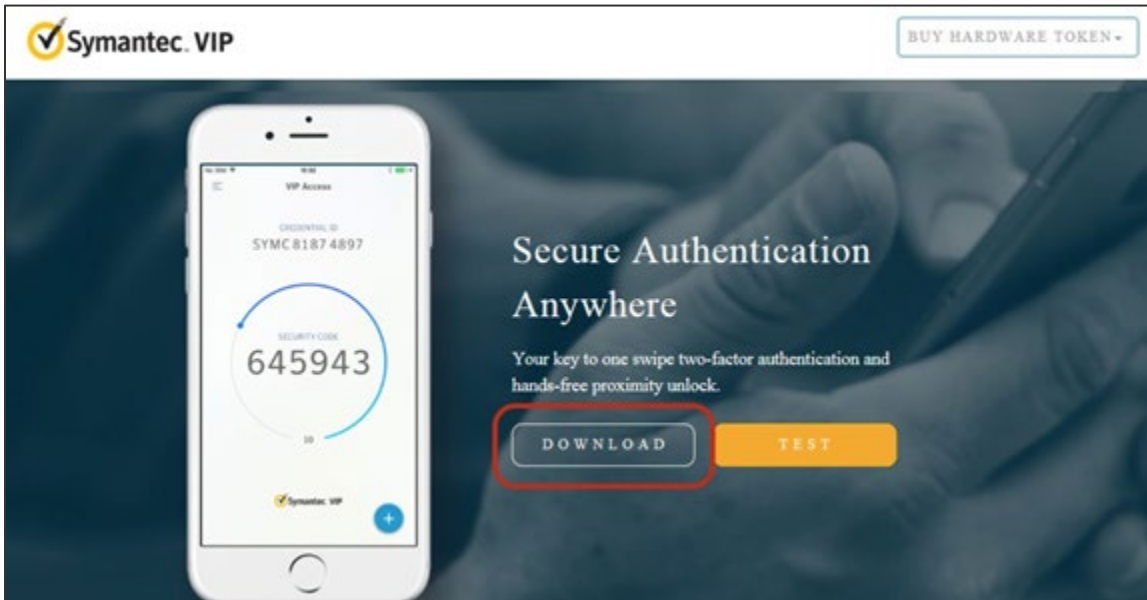**The wizard prompts you to download the app.**

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8. Click *Download*.

Figure 7: Example of the download prompt in the New User Account Setup wizard, identifying the Download button.

The wizard prompts you to choose your options.

9. **Download the VIP Access app** on your mobile device by clicking the appropriate icon (i.e., iOS or Android) from the VIP Access for Mobile options.

Figure 8: Example of the VIP Access for Mobile options.

    a. Symantec's secure website opens, and you are prompted to **download the app for mobile**.

      -OR-

b. To download the VIP Access app on your computer, click the appropriate icon (i.e., Mac or Windows) from the VIP Access for Computer options.
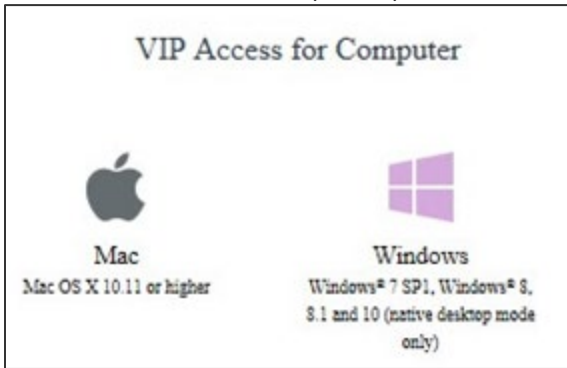
Figure 9: Example of the VIP Access for Computer options.

Symantec's secure website opens, and you are prompted to download the software to your computer.

Note: If you are unable to download software to your computer, work with your IT group to determine the best way to download it.

10. **Follow the steps to download and activate VIP access** on your mobile device or computer.

11. Once you download VIP Access, **return to the Ascendium Partner portal homepage**, and then **click *Sign Up*** in the New User? section (*Figure 1*).

12. **Repeat Steps 3-4.**

13. In the question regarding having a VIP security token in the New User Account Setup wizard, **click *Yes*** to indicate you have a VIP security token and open the Identification page.

14. **Enter your user ID, temporary password, and the temporary security code.** The temporary security code is provided in the Welcome Email.

15. **Click *Next*** to open the Change My Password and Security Question and Answer page.

Figure 10: Example of the populated Identification page, identifying the Next button.

16. **Enter your temporary password** in the Old Password field.

17. **Enter and confirm a new password** in the New Password and Confirm New Password fields.

18. **Select a security question** from the Security Question drop-down list, and then enter the answer in the Answer field.

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19. Click *Submit* to open the Select Your Situation page.

Figure 11: Example of the populated Change My Password and Security Question and Answer page, identifying the Submit button.

20. **If you are a new user, click *Next*** to open the Identification page.

Figure 12: Example of the Select Your Situation page, identifying the Next button.

21. **Enter your user ID, new password, and temporary security code** in the corresponding fields.

22. **Click *Next*** to open the Website Privacy and Security Policy page.

Figure 13: Example of the populated Identification page, identifying the Next button.

23. **Read the portal agreement, select** *Yes*, I agree to the terms of the website Privacy and Security Policy, and then **click** *CONTINUE* to agree to the terms.

Figure 14: Example of the Website Privacy and Security Policy page, identifying the checkbox and CONTINUE button.

The Get Your Security Code page opens.

24. **Click the appropriate** <u>I have this</u> **link** to indicate you have a security code and open the Register Credential page.
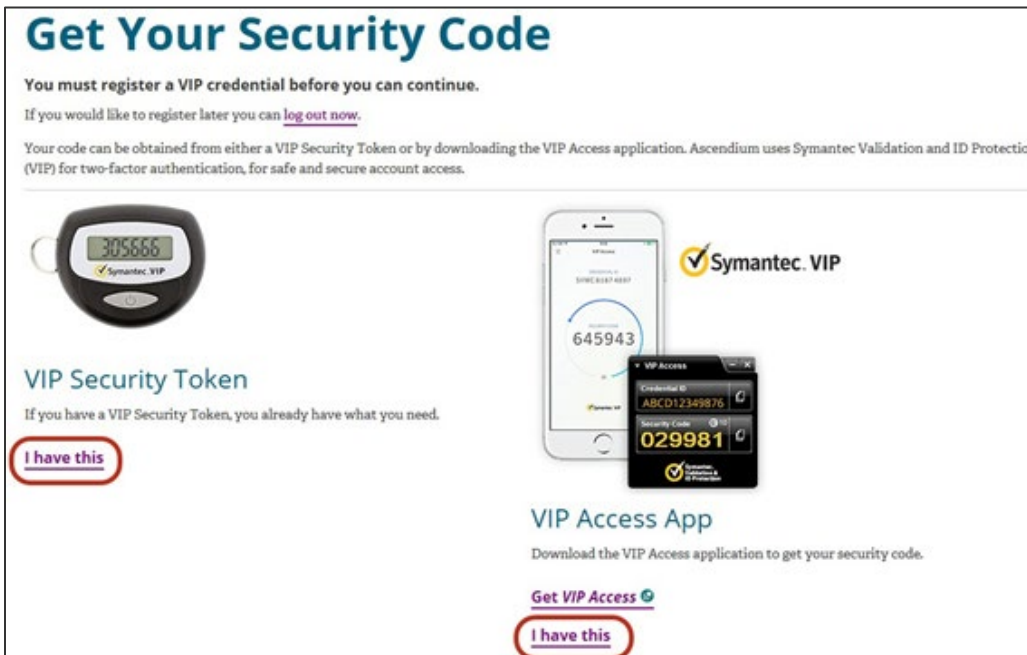

Figure 15: Example of the Get Your Security Code page, identifying the <u>I have this</u>.

25. **Enter a credential name** (e.g., Laptop) in the Create a Credential Name field.

26. **Enter your VIP Credential ID and six-digit VIP security code** from your VIP Token or VIP Application in the corresponding fields.

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27. **Click** *Next* to open the Your Credential Was Successfully Registered page.

Figure 16: Example of the populated Register Credential page, identifying the Next button.

28. **Click** *Go to Dashboard* to open the post-login homepage.

Note: Be sure to make note of your newly registered VIP credential name and credential ID.

Figure 17. Example of the Your Credential Was Successfully Registered page, identifying the Go to Dashboard link.
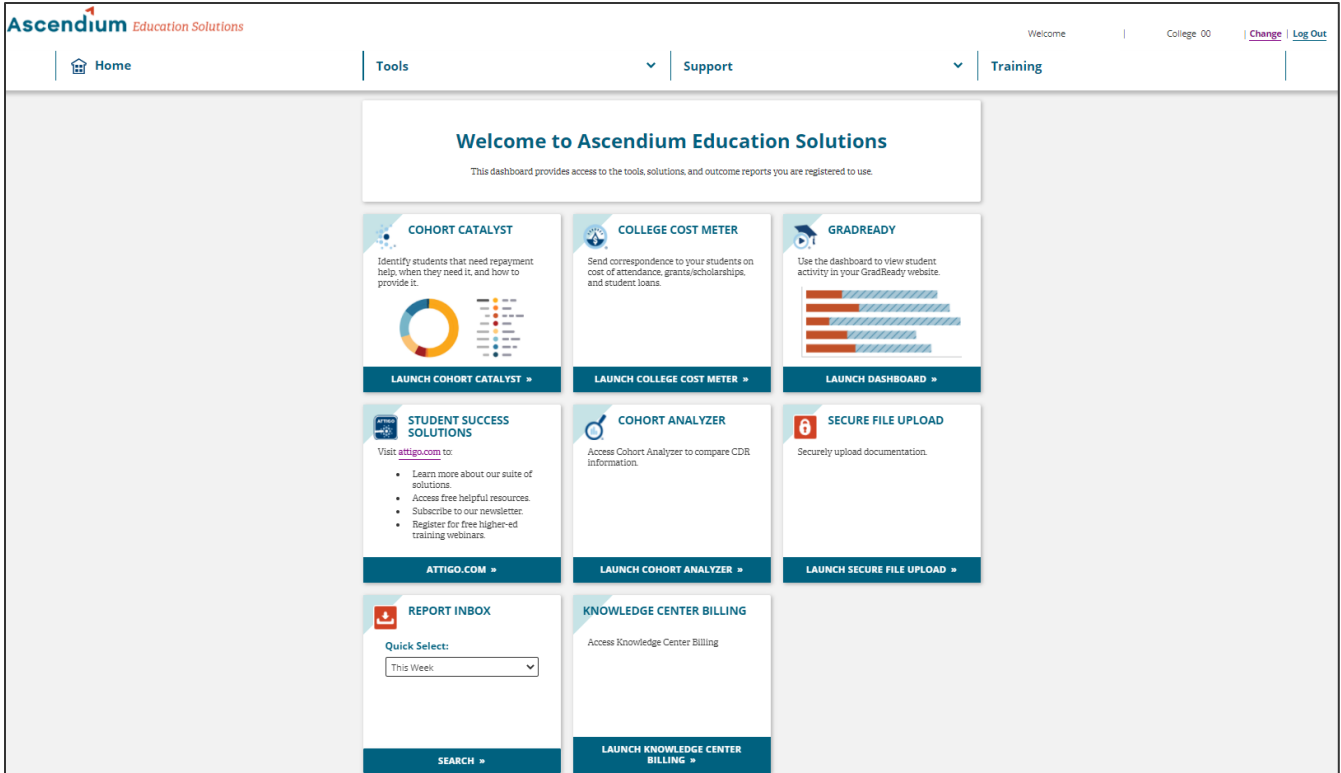
Figure 18. Example of the post-login Ascendium Partner portal homepage.

Note: You can explore the site to learn more about our reports, tools, and solutions to help you more effectively and efficiently manage financial aid and help your students.