

Users are people who can log in to your marketing platform to create audiences, design and schedule emails, and view reporting and customer data. Learn how to manage users in Ascent360.

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User account creation can be requested via our Help Desk (by emailing [support@ascent360.com](mailto:support@ascent360.com) or creating a ticket from within the platform).

Provide the following information in your request:

- Your organization name
- The new user's:
  - Email Address
  - First and Last name
  - Start Date / Desired Access Date
- Any pages that should be restricted for the user

Disabling access to the Ascent360 platform is accomplished by the Ascent360 support team. Contact our Help Desk by emailing [support@ascent360.com](mailto:support@ascent360.com) or creating a ticket from within the platform.

**Provide the following information:**

- Your organization's name(s)
- The email address, first and last name of the user account to disable
- The date by which the user needs removed/disabled

Forgot your password? Follow these steps to reset it:

1. Navigate to the [Ascent360 Login Page](#)
2. On the login screen, click [Forgot Password?](#)

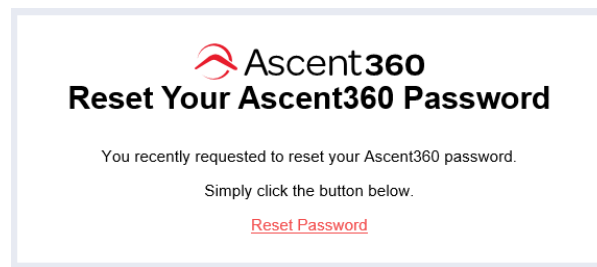
3. Enter the email address associated with your account and click **submit**.

### Forgot your password?

**Enter Your Email**

Email

4. Check your inbox for an email from Ascent360 Support (noreply@ascent360.com)
5. Click on the **Reset Password** button in the email or copy the URL into your browser. **This link will expire after 1 hour.**



6. Complete the password reset by entering your email, new password and confirming your password.

### Reset password

Email

Password

Confirm password

7. You will be redirected to a confirmation page. Click on Login to return to the login page.

### Reset password confirmation

Your password has been reset. Please [click here to Log In](#)

8. Login to your account using your new password.

Need additional help? Email [support@ascent360.com](mailto:support@ascent360.com) for assistance.

