

**Q. What if I see someone who had a SIS® last year?**

- A. If an individual on your list had a SIS within the previous year, alert your Regional Support Specialist (RSS). They will notify Ascend. You can skip adding information for this individual.

**Q. What if an individual has transferred to another CSB?**

- A. Simply contact your Regional Support Specialist. He or she will alert Ascend to transfer the individual's record to the other CSB.

**Q. What if I never got an email with my username or password?**

- A. Check your Spam folder. If the email was sent, it often ends up there. If you are an SC, you have checked Spam, and there is still no email, ask your Point Person to resend the Activation email using the SC User Manager. If you are a Point Person and you checked Spam and there is still no email, alert your Regional Support Specialist, who will contact Ascend.

**Q. I forgot my password.**

- A. Simply click the *Log In* button at [www.ascendami.com](http://www.ascendami.com). On the login screen, click the *Forgot Password* link. An email will be sent to the email address on record for your user account. From there you will receive instructions on resetting your password.

**Q. When does Ascend begin scheduling the SIS®?**

- A. When Supports Coordinators click the *Send to Scheduling* checkbox on their home page, then click *Save* at the bottom of the page, Ascend will be alerted that all the individuals with that *Send to Scheduling* box checked are ready to be scheduled.

**Q. What is my role?**



**Q. What do I need on my computer to access this portal?**

- A. Ascend supports the latest two versions of MS Internet Explorer and the latest two versions of Mozilla Firefox browsers. You may be able to run the portal on other browsers, but it is not guaranteed. See the login screen for the User Agreement.

**Q. Other questions**

- A. Contact your Regional Supports Specialist with any other questions.