

# Frequently Asked Questions

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## **I already have an Edline account, why do I need an Aspen Family Portal account?**

Aspen is the Student Information Management System used by the division. After reviewing the features available to parents and staff in both Edline and Aspen, the division determined that Aspen would provide parents and students with greater access to information, while also improving efficiency for division staff.

## **I have more than one child in school, does that mean I need to manage multiple accounts?**

No, parents/guardians can use one secure login to access information for all children enrolled in the school division. If you receive more than one login, or if you do not see all of your children on your current account, please contact one of the schools in which your children are enrolled.

## **How do I access my account?**

A welcome letter will be available at Open House and Back-to-School nights or at the main office of the school where your child is a student. This letter explains more about the family portal and includes account access instructions. If you did not receive a welcome letter, or have misplaced it, please go to the school to have a new one printed for you.

## **Where can I access it?**

You can access Aspen from any computer or device with internet access. Aspen does use pop-ups, so you may need to allow your browser to open them. **Please note:** *Initial account activation cannot be completed in a mobile browser.*

## **What do I do if I forget my password?**

If you have logged in previously, you can use the “Forgot My Password” link on the login page. It will ask you the security question that was established on a previous login. Once you enter the correct answer, an email will be sent to the primary email listed with a temporary password.

## **Aspen is telling me that my account is disabled. What do I do?**

To protect your security, if the wrong password is entered 5 times, your account will be disabled. Should this happen, please contact your child’s school.

## **What do I do if I have a question about my child’s attendance record?**

Please contact the school’s main office.

### What do I do if I have a question about my child's grades?

Grade questions should be addressed with the teacher for that specific course.

### What should I do if I see information in my account that is outdated, such as my address or phone number?

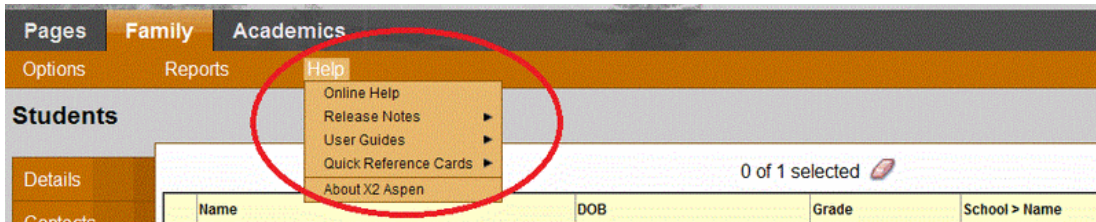
If any data is outdated or incorrect, please notify the school's main office to correct any errors.

### What should I do if the system appears to be unavailable?

Although you will be able to check your child's information at any time of day, there may be times when the system is down due to planned maintenance or an unplanned outage. Please check the system again within 24 hours.

### Where can I find additional help?

The Aspen Family Portal has a help menu available in the Family tab and Academics tab. The help menu is located on the left side of the horizontal orange bar. (see image below)



Online help offers a searchable table of contents to quickly locate the help you need.

Or, you may download the complete user guide.

### I'm having problems opening up Microsoft Office documents. How do I fix this?

The York County School Division develops most documents using Microsoft Office 2013. If you are experiencing issues opening up Microsoft Office documents through the Aspen Family Portal, this may be due to your computer not having a compatible reader installed and/or having an older version of Microsoft Office program installed. In addition, the settings in Internet Explorer may be preventing the document from being opened. In order to resolve this issue, please try the following:

- If you don't have a program that can open up office documents, you will need to install one. Microsoft Office is recommended, but there are other programs that can be used.
- If you have an older version of Microsoft Office (Office 2007 or older), you will need to install the free Office Compatibility Pack from Microsoft's website so that you will be able to open up documents. Once installed, you will be able to open up the office documents through the Aspen Family Portal.

- If you using Internet Explorer and have a newer version of Microsoft Office and/or already have the Microsoft Compatibility Pack installed with an older version of Microsoft Office or have another compatible reader program installed:
  - Open Internet Explorer, go to Internet Options > Security > Trusted Sites and then click on the Sites button and add https://yorksis.ycsd.york.va.us to the websites list.
  - Then turn on compatibility mode by going the Tools button, and then click Compatibility View settings. Under Add this website, enter the URL of the site you want to add to the list, and then tap or click Add.

If making the changes to the settings to Internet Explorer doesn't work, try using another browser.

For students, the same applies to you as it does for a parent when opening office documents from your home computer; however you also have the option of logging into the division network by using Citrix from home. All documents will open for you through the division network.

### **What compatible operating systems and browser can I use to access the Aspen Family Portal?**

If you are using one of the below operating systems with one of the specified browsers, and you are at or above these minimum versions, your device should work. There may be other operating systems and browsers that work, but the following operating systems and browsers are known to work.

<b>Operating System</b>	<b>Minimum Version</b>
Apple OSX	10.5 or higher
Apple iOS	3.0 or higher
Android	2.3 or higher
Blackberry	5.0 or higher
Chrome OS	All Versions
Windows	XP SP3 or higher
Windows Phone	7 or higher
<b>Browser</b>	<b>Minimum Version</b>
Chrome	26 or higher
Firefox	1.5 or higher
Internet Explorer	7 or higher (with XP SP3 or higher)
Konqueror	3.5.6 or higher
Mozilla	1.4 or higher
Netscape	7.1 or higher
Opera	9.0 or higher
Safari	3 or higher (ships with OS X 10.5)

### **I forgot my password. How do I reset it?**

For security purposes, Aspen user accounts are automatically disabled after 5 attempts. Please follow the instructions below to reset your password.

1. Go to the Aspen Logon Screen

2. Click "I forgot my Password" link under the Password field
3. Enter your Login ID (email address you used to create the account)
4. Enter your Primary email (email address you used to create the account)
5. Enter the answer to your Security Question (selected by you during the "Request an account" procedure)
6. You will get an email with a temporary password
7. Use that temporary Password to logon to Aspen
8. You will be forced to change your password.
9. Enter that temporary password from the email in the first field that says "Current Password"
10. Enter the new password in the next two fields (You cannot reuse your previous password and passwords cannot contain the following: & . , )