Frequently Asked Questions

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**What should I do if I see information in my account that is outdated, such as my address or phone number?**

If any data is outdated or incorrect, please notify the school's main office to correct any errors.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)
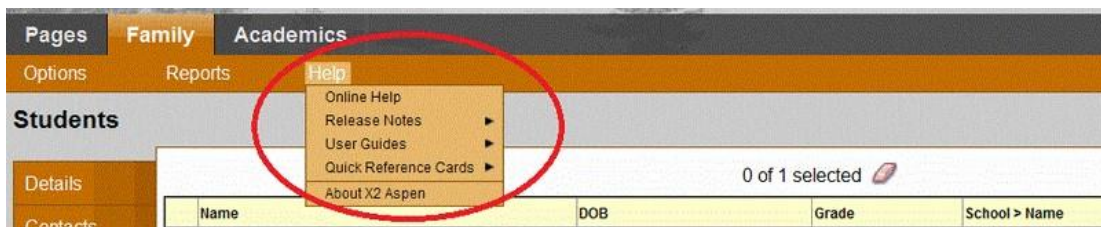
Online help offers a searchable table of contents to quickly locate the help you need.

Or, you may download the complete user guide.

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.

Operating System	Minimum Version
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
Browser	Minimum Version
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: &   . ,)