What if I need more help?

Aspen is easy to navigate. The data is secure and can’t be edited, so feel free to explore. If you have a question about how to do something, click the Help menu:

The following options appear:

- **Online Help**: Click to open online Help, then click Using the Family and Student Portals. A table of contents, index, and search feature make it easy to find the information you need.
- **User Guides**: Click to open, download, and print a PDF version of Family and Student Portals – User Guide.
- **eLearnings**: Click to get access to the Aspen Student and Family Video Series, as well as Quick Reference Cards.
- If you still have questions, contact your school’s main office.

Do you have any training videos?

There are a number of videos (under five minutes) you can watch to get an overview of what the Family and Student portals have to offer.

The Aspen Student and Family Video Series teaches basic skills that are helpful for both parents and students to watch, such as Subscribing to Email Notifications and Checking Grades. There are also titles geared towards students only, such as Accessing and Submitting Assignments Online and Using My Resources.

To access these videos:

1. Log on to Aspen.
2. Click one of the tabs (such as Family, Academics, Groups, or Calendar).
3. Click the Help menu, then eLearnings.
4. Click Video Series, then Aspen Student and Family.

**Aspen Student and Family Video Series Titles**

- Student Portal Overview
- Family Portal Overview
- Subscribing to Email Notifications
- Using the Calendar
- Checking Grades
- Emailing Teachers
- Requesting and Viewing Next Year’s Courses
- Accessing and Submitting Assignments Online
- Searching with Quest (CL only)
- Using My Resources
- Completing Projects with a Class Group

**Note**: There is a Quick Reference Card that goes along with each video. You can print it to keep on your desk or next to your computer.
Is my child’s information secure?

Aspen protects your student’s information with the same advanced technology your bank uses to protect your financial accounts. Rest assured that all Aspen users only have access to information they need, and nothing more.

The Family and Student portals have been carefully configured to ensure that your student’s information is confidential and can only be retrieved by you – the parent/guardian – authorized school personnel, and the student him- or herself.

How do I access the portal?

You can log on to Aspen’s Family portal from virtually anywhere – all you need is an Internet connection. This means you can be connected at home, work, or wherever you happen to be. You can even access the portal from your smartphone or other mobile device.

As a parent/guardian, you only need one login to securely access the information for all of your children.

1. Open your browser to connect to the Internet.
2. Go to the URL provided by your school.
3. Enter your Login ID and Password.
4. The first time you log on, you will be prompted to change your password. Your Home page will then appear.

Use the following space for your own records:

Aspen Login ID: ____________________
Password: ________________________

Keep in a safe place!

What if I have trouble logging on?

If you need help logging on to the Aspen Family or Student portal, or with your login ID or password, contact your school’s main office.

How do I change my email address or password?

From any page in the portal, click Set Preferences in the upper-right corner of the screen.

Here you can set several of your user preferences, including the following:

- Email address
- Password
- Appearance of your Home page
- Number of forum posts you want to see per page

Note: Some of the features listed in this brochure might not be available to you, based on your district’s use of Aspen.