

# TROUBLE LOGGING INTO ASPEN

If you cannot log into Aspen because you do not remember your password or Login ID, you have 2 options.

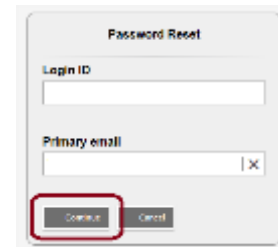
## OPTION 1

1. On the login screen there is a link “I forgot my password”.

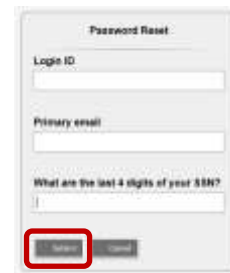


2. Click on that link and it will ask you for your Login ID and primary e-mail address. Fill in the blanks and click Continue.

NOTE: while parents can have up to 3 e-mails associated with them, this process will only accept the e-mail you previously entered as Primary.



3. After clicking Continue, you will be asked one of several challenge questions that you set up the first time you logged into the System. (Note: this would be the first time ever, not the first time this year.)
4. Click Submit



After that, an e-mail with your new password will be sent to your primary e-mail address. Use this password to log in but be aware that as soon as you log in, you will be required to change this to a password of your choosing.

## OPTION 2

1. Send an e-mail, from any address associated with your Parent Portal account to:

[aspen@westwood.k12.ma.us](mailto:aspen@westwood.k12.ma.us)

2. Simply ask for your Parent Portal account to be reset. We will then e-mail you with your account information. Use this password to log in but be aware that as soon as you log in, you will be required to change this to a password of your choosing.

Note: For security reasons we can only accept a request like this from an e-mail address that is already associated with you in order to confirm your identity.

**No matter which option you choose, the e-mail we send you will be generated from the system. Many e-mail providers (G-mail, Yahoo, possibly your work, & many more) may classify this system-generated e-mail as SPAM. Please check your SPAM &/or Junk mail folders if you do not see the e-mail with your account information in your main inbox.**