**What is Aspen?**

Aspen is a secure, web-based Student Information System used by our school district to manage all facets of student data – including attendance, conduct, assignment grades, term grades, schedules, and more.

**What is the Portal?**

Students can log in to Aspen to track grades and assignments. Parents can log in to Aspen to view similar information through the Family Portal which will allow access to information for multiple students in a family at one time.

**Is my child’s information secure?**

Aspen protects our student data with the same advanced technology your bank uses to protect your financial accounts. Rest assured that Aspen users only have access to information they need, and nothing more. We have carefully configured the system to ensure your child’s information is confidential and can only be retrieved by you - the parent/guardian - and authorized school personnel.

**What kind of information is available to me in the Parent Portal?**

The family portal is organized by tabs. The table below provides general information about what is available on the tabs and side-tabs in the parent portal.

<table>
<thead>
<tr>
<th>Available on the….</th>
<th>View…</th>
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| **Pages tab**      | • Important Announcements  
                   | • Recent Activity (attendance record, assignment grade, term grade postings)  
                   | • A handy calendar to view  
                   | • Task pane (contains a button to initiate a contact verification process) |
| **Family tab**     | • Demographics (details), address, activities, ethnicity, photo  
                   | • Contact names and phone numbers  
                   | • Daily attendance  
                   | • Transcripts and course information  
                   | • Assessments, such as SAT and state-mandated test scores  
                   | • Current class schedule  
                   | • Documents (currently not used by Amesbury)  
                   | • Notifications (Subscription option for email notifications) |
| **Academics tab**  | • Current schedule  
                   | • Grades  
                   | • Assignments  
                   | • Class attendance |

**Is there a fee to access to my child’s information?**

There are no fees to access your child’s information.
Do I have an account?

If you are a primary contact who lives with the student, an account has been setup for you and a welcome letter was sent home. If you are a co-custodial parent, an account was set up for you also, but you will need to contact the main office at your child’s school to arrange for a letter to be sent to you with your login credentials. This letter explains more about the parent portal, and includes instruction on how to access the parent portal, and the user name and password you will use to gain access. If you did not receive a welcome letter, or have misplaced it, please fill out contact the main office of your child’s school and a new one will be sent home with your child.

Can my spouse and I each have our own account?

No; parents living in the same household are expected to share one Family Portal account.

I have more than 1 child at the Middle or High School, does that mean I need 2 or more accounts?

No. You, as a parent/guardian, can use one secure login to access the information for all of your Middle School and High School children. If you do not see each of the children in your household when you log in, please submit a support request form.

I have not received a user name or password - how do I request one?

A welcome letter was sent home for you. This letter explains more about the parent portal, includes instruction on how to access the parent portal, and the login ID and password you will use to gain access. If you did not receive a welcome letter, or have misplaced it, please contact the main office or guidance office at your child’s school.

How do I log in to the Parent Portal?

You can log on to Aspen's Family Portal from any computer that connects to the internet using Internet Explorer, Firefox, Safari, or Chrome. (Please note: You will need to disable all pop-up blockers or configure your browser to allow pop-ups from the following site: http://www.walpole-ma.gov/aspen)

Here are the steps to log on:
1. Open your web browser to connect to the internet
2. Enter the following URL (http://www.walpole-ma.gov/aspen)
3. Enter your Login ID and Password in the boxes provided
4. Click the “Logon” button

The first time you log in, you will be prompted to answer a security question for automatic password recovery. Please follow the steps provided onscreen.

Your family account contains important and confidential information about your child. It is important for the security of your child’s data that you protect your login information as you would any other personal account.

What should I do if I forget my password?

If you forget your password, please click on the blue “I forgot my Password” link provided on the logon page. Your account will be reset and a new password will be sent to the email of record for your account. For security reasons, the district will not directly send account credentials via email.

A password reset dialog box will appear. (see image below) Enter your Login ID and primary email address in the boxes provided and then click Continue.
The Password Reset dialog box expands to include the security question you chose when setting up password recovery. (see image below) Enter your response to the security question in the box provided, then click **Submit**.

If the security answer you enter is correct, Aspen will send an email message to the primary email address for the account. The email contains your password.

**I lost my log on ID and password - how do I get a new one?**

If you forgot your logon ID, please call the main office or guidance office of your child’s school. Office staff can relay your logon ID and email address so that you can use automatic password recovery to reset your account.

**My account password has expired - what should I do?**

Read the prompts on the screen to successfully change your password. When selecting a new password, keep in mind that your new password must be at least 6 characters in length, and must contain at least one capital letter, and one number. Passwords cannot include any part of your first or last name.

**My account is disabled - what should I do?**

Accounts are automatically disabled if multiple attempts are made to log in with an incorrect login ID and password combination. If your account has been disabled, please fill out an Aspen Support Request Form. Your account will be re-enabled, and you will be notified of the correct login ID and email address in order to use automatic password recovery to reset the password.

**I tried logging onto Aspen but it won’t take my password.**

First, check to see if your address is [https://ma-walpole.myfollett.com](https://ma-walpole.myfollett.com). Second, check the spelling of your login ID. Third, check the spelling of your password. The login and password are case sensitive which means you have to type it exactly as it appears.

**How do I change my password or primary email address?**

From any page in the Parent Portal, click “**Set Preferences**”, found in the upper right corner of the window. (See image below.) Here you can set several user preferences including password, email address, alternate email address, default school, appearance of your homepage etc.

Click on the Security tab, and change the email account. Click on the ‘Change’ link in blue next to Password to enter a new password. Passwords must meet requirements. You can click on the link next to Requirements in blue ‘Click to view’ link.
How do I use the Aspen X2 Family Portal?

Please visit Online Help or download the Family and Student Portal User Guide under the Help menu. Online help offers a searchable table of contents to quickly locate the help you need.

Can I receive an email notification when my student’s grades change?

Yes, parents can subscribe to receive email notifications when changes occur to a student’s attendance, conduct, or grading information. To subscribe to email notifications:

1. Click on the Family Tab in the family portal (see image below)

2. Click the Notification Side-Tab

3. At the top of the page, any email addresses associated with your account appear. Select the Checkbox next to each email address for which you wish to receive notifications. (See “setting preferences” for information regarding changing your primary or alternate email.)

4. Click the box in the “Subscribe” column if you want to receive email notification for the specified event.

   Note: If you chose to receive email notification of a recorded grade below a specified threshold, be sure that you define a threshold that is adequate. If you define a threshold that is too low, you may not receive enough notifications to alert you of difficulties your child may be experiencing.
**What should I do if I find an error in my child’s attendance record?**

Attendance concerns should be addressed to the main office of your child’s school.

**My child has unexcused absences listed in the portal, but I sent a note in when s/he was out. Why is this?**

All absences in the district are unexcused in this computer program until the school attendance record is manually changed to “excused.” Please call the main office or attendance office of your child’s school if you are concerned about your child’s attendance records.

**How can I see my child’s class attendance for each course?**

Class attendance is only tracked at the high school. To view class attendance, select the Academics top tab, click the course in question, and then click the Attendance side tab.

**What should I do if I believe an error occurred in grade entry?**

When questions arise, the first conversation that you have should be with your child. Students are encouraged to discuss their academic progress and questions around grading with the teacher during the school day. Parental grade concerns may be addressed with the specific teacher via phone or e-mail after you have spoken with your child. The district expects teachers to make their first priority classroom instruction; therefore teacher responses will likely come before or after the school day.

**I’m confused about the due date of an assignment recorded. Should I contact the teacher?**

Students are encouraged to discuss their academic progress and questions around assignments with the teacher during the school day.

**Why are there grades posted for some of my child’s classes and not others?**

The frequency in which grades are posted will vary from teacher to teacher. Administration has set an expectation for grades to be posted at minimum, every two weeks.

**I am having difficulty understanding why my child's term average seems to fluctuate between low and high. Can you explain why that might occur?**

Calculated course percentages and grades may seem low or high at the beginning of a quarter, grade averages in the early part of a term can fluctuate greatly as assignments are graded. As more assignments are scored, the calculated grades will normally be closer to the final grade. Several missing assignments, projects or test grades may significantly affect the quarter grade. Students should speak with the teacher if there is a question about the average displayed in the portal.

**The report card grade is different from the grade I expected. Why would the report card grade be different than the grade shown in the portal?**
Final grades are those printed on report cards. It is possible that a student might complete missing work or an assignment might not be turned in which affects a student grade during the period between the end of term and the date the grades are validated, finalized and posted to the student’s permanent record. Errors in data entry also occur, though this is rare. Students should bring questions to the classroom teacher if there is a question around the end of term grade.

**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.

**I’m having difficulty accessing the Aspen Family Portal web page on my computer. Who can I call for help?**
The school district does not provide support for your home or work computer system.