Aspen Parent Portal Student and Parent Account Creation Guide

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Student Accounts

- The "Update Portal Accounts" procedure is scheduled to run every night for grades 6-12 in all Active Schools.
- The "Update Portal Accounts" procedure will create a User Account for all Students who have an enrollment Status of Active AND a properly formatted email address.
  - The student Login ID will be their Pupil ID.
- Students will receive an email with the following information:

Welcome to the ASPEN Parent and Student Portal!

The Portal allows you to keep up with progress in school - including grades, assignments, attendance, and more. The goal of DCPS' new digital portal is to create an open line of communication between home and school.

To Access the Portal:
1. Visit https://aspen.dcps.dc.gov
2. Make sure popups are disabled for your browser
*3. Your user name will be: **username***
*4. Your temporary password will be: **password***
NOTE: Both user name and password are case sensitive
5. Click Log On to access the system. You will be prompted to fill out some information to change your password so that in the future you can click "I forgot my password" to receive a new password.

How Students Set New Passwords

The student will log in with the provided generated password. They will then be required to change their password, and update their Security Preferences so they can recover their passwords if they forget (this requirement is new this year).

- Once the Password is reset, the Generated Password is deleted.
- If a student attempts their password 30 times, the account will become disabled.
- If temporary password is used and left overnight without creating a new password, the next run of the procedure will re-enable the account and resend a new email with a new temporary password.

Manually Resetting Student Password

If the account needs to be reset or the password needs to be reset immediately, the procedure can be run manually.

- School personnel with the role of Grade Manager or School Administrator can run this procedure from School View>Student Top Tab>Student Details>Options>Update Portal Account

NOTE – This will create an account if one does not exist and should not be run for students outside of the approved grade levels.

- Manually running this procedure will:
  - Create an account where one does not exist
  - Re-enable the user account where an account has been disabled
  - Reset the password for all cases
  - Resend an email (See page 1) for all cases
- If a Student is Withdrawn:
  - The student's Portal Account will remain active for a 90 day period. (Based on the date when the most recent enrollment record has a Type = W)
  - Once the 90 day grace period has been met, the student's Portal Account will be updated with a Login Status of Disabled and Locked.
  - If a student re-enrolls, the associated user account is either created (if it did not exist) or it is updated with a status of Active, the Generated password is set and the email is sent to the student.
    - Student must have a properly formatted email address.

Contact Accounts

- The "Update Portal Accounts" procedure is scheduled to run every night for grades 6-12 in all Active Schools.
- The "Update Portal Accounts" procedure will create a User Account for all Contacts (Parents or Legal Guardians) where at least one associated student has an enrollment Status of Active AND <u>Grant Parent Portal Access*</u> on the Student Contact Record = Yes AND the Student Contact has a properly formatted email address.
    - o There are validation rules in place which state:
        - *Staff may not be selected as a contact. Select another person record or enter a new record.*
        - *The emergency priority cannot be blank.*
        - *Only contacts with relationships of Mother, Father, or Legal Guardian are allowed portal access.*
        - *The Primary Email cannot be blank.*
- For Newly created accounts - Login ID will be their Primary Email address.
    - o **NOTE**: There were some pre-existing account where the LogIn ID was created as First Initial, Last Name. In many of these cases, users have already logged in. **IF** the User wishes for the Login to change to their primary email, please log a data mod.
- Contacts will receive an email with the following information:

    Welcome to the ASPEN Parent and Student Portal!

    The Portal allows you to keep up with progress in school - including grades, assignments, attendance, and more. The goal of DCPS' new digital portal is to create an open line of communication between home and school.

    To Access the Portal:
    1. Visit https://aspen.dcps.dc.gov
    2. Make sure popups are disabled for your browser
    *3. Your user name will be: **username***
    *4. Your temporary password will be: **password***
    NOTE: Both user name and password are case sensitive
    5. Click Log On to access the system. You will be prompted to fill out some information to change your password so that in the future you can click "I forgot my password" to receive a new password.

How Contacts Set New Passwords

The contact will log in with the provided generated password. They will then be required to change their password, and update their Security Preferences so they can recover their passwords if they forget.

Password Requirements

⊗ Your password has expired.
Please create a new one.

OK

- Minim
- At lea
- At lea
- At lea
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers

Current Password	
New Password	
Confirm New Password	

OK   Cancel

Security Preferences Update

To enable self serve password recovery, please provide the following information

Primary email	myemail@email.com
Security question	
Security answer	
Confirm answer	

Submit   Later

- Once the Password is reset, the Generated Password is deleted.
- If a contact attempts their password 30 times, the account will become disabled.
- If temporary password is used and left overnight without creating a new password, the next run of the procedure will re-enable the account and resend a new email with a temporary password.

Manually Resetting Contact Password

If the account needs to be reset or the password needs to be reset immediately, the procedure can be run manually.

- School personnel with the role of Grade Manager or School Administrator can run this procedure from School View>Student Top Tab>Contact Side Tab>Options>Update Portal Account
- This will run for all related contacts and will create or update accounts. This will also reset a Contact password and resend an email.
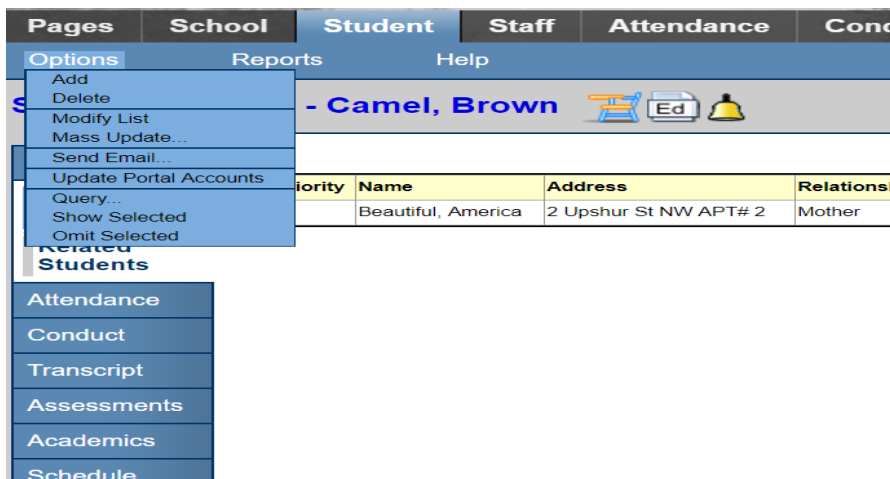
NOTE – This will create an account if one does not exist and should not be run for students outside of the approved grade levels.

- Manually Running this procedure will:
    - Create an account where one does not exist
    - Re-enable the user account where an account has been disabled
    - Reset the password for all cases
    - Resend an email (See page 6) for all cases
- If a Student is Withdrawn the related student contact's Portal Account will remain active for a 90-day period. (Based on the date when the most recent enrollment record has a Type = W)
- Once the 90-day grace period has been met, the student contact's Grant Parent Portal Access* will be updated to NO. When there are no related students with an Student enrollment status of Active, then the Contact's User Account is updated with a Login Status of Disabled and Locked.
- The student contact account will remain active if there is at least ONE related active student.
- If a student re-enrolls, the associated user account is either created (if it did not exist) or it is updated with a status of Active, the Generated password is set and the email is sent to the contact.
    - Contact must have a properly formatted email address.

Resources

Parent Portal Flyers

What you need to know about the [Parent Portal](#)!
¡Lo que necesita saber sobre el [Portal de Padres](#)**!**

Videos

These instructional videos will guide you through the ins and outs of the Aspen Parent Portal.

[Aspen Parent Portal – Getting Started](#)

[Aspen Parent Portal – Finding your Child and Checking Their Schedule](#)

[Aspen Parent Portal – Assignments and Grades](#)

[Aspen Parent Portal – Calendar and Email](#)

[Aspen Parent Portal – Transcripts and Graduation Program](#)

Guides

This [guide](#) will show you the basics of navigating the Student Portal.

If you're like us, you stay attached to your phone, so check out this [Portal Mobile Guide](#).

Helpful Reports

School staff with Grade Book Admin Access can pull a report of all contacts with generated parent portal accounts by going to:
School View > Student Top Tab > Reports > Parent Portal Contacts