## **Password Recovery – Aspen Family Portal**

1. Click on 'I forgot my password.'

ogin ID	
Inunsens@n	owhere.com
	Tordor my password
1 0	

2. Enter your username and the account's primary email address and click 'Continue.' Then answer your security question and click 'Submit.'

	Password Reset
	Login ID
Password Reset	Inunsens@nowhere.com
Login ID	Primary email
Inunsens@nowhere.com	Inunsens@nowhere.com
Primary email	What city were you born in?
Inunsens@nowhere.com	
Continue Cancel	Submit Cancel

- 3. A green message will appear, telling you instructions have been sent to the primary email associated with the account.
- 4. Log into your email to view your temporary password. You may need to check your Spam or Clutter boxes.
- 5. Upon using the temporary password to sign in, you will see the message below and need to enter a new password.

Minim At lea	assword has expired. e create a new one.
At lea	OK
- Garricontain passw	ord', login name, first name, middle
Current Password	ord', login name, first name, middle te of birth, personal id, or only sequentia

Password Requirements:

- Minimum length is 8
- At least one number
- At least one capital and lowercase letter
- At least one symbol that isn't a letter or number
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers