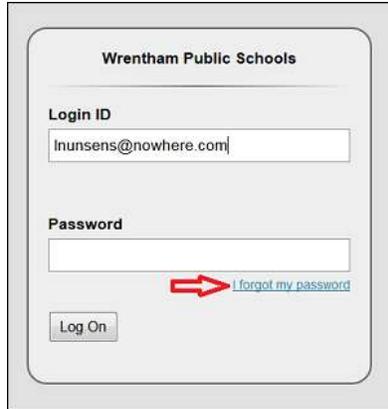
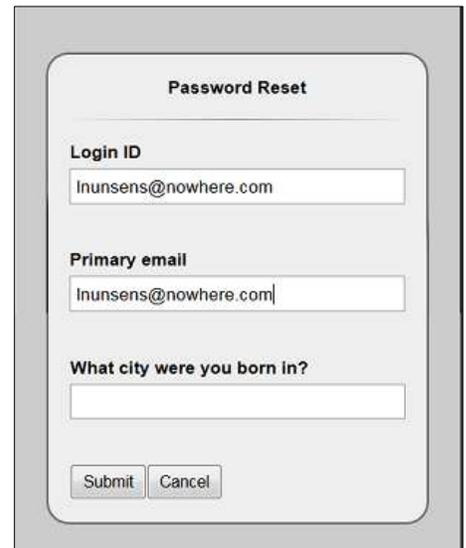


Password Recovery – Aspen Family Portal

1. Click on 'I forgot my password.'



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



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.



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