

## STUDENT ACCESS ISSUES

Please note that Aspen is not connected to your LPSD network account. It is likely that your password for these 2 accounts are different.

### I am having trouble logging into Aspen:

- Students - From your school gmail account, email your issue to [aspenportal@lowell.k12.ma.us](mailto:aspenportal@lowell.k12.ma.us)
- Parents/Guardians - from any email account, email your issue to [aspeportal@lowell.k12.ma.us](mailto:aspeportal@lowell.k12.ma.us)

### I am having trouble logging into my LPSD account:

- What is connected to this account?
  - Google Apps for Education (GAFE) including Drive, Classroom, gmail, Docs, Sheets, Slides, Drawings, Meet, and much more.
  - Any online resource you logged into using your school Google Account.
  - LPSD Video Server <http://devos.lowell.k12.ma.us/Show-Access-Points>
- How do I fix my login?
  - Ask a staff member to enter a help desk request on your behalf to have your password reset to date of birth.

Request type:

Request Type	User Accounts	Student	Can't Login New Student Account Remove Student Account Rename Student Account Reset Student Password
Instructions	Includes: Network, Google, Email, Helpdesk		
Subject			

Information to include:

Student name, LASID, Date of Birth

- IMPORTANT: Upon return to school, register with the password recovery tool and change your password to something secure. The password recovery tool is not available outside of school. <https://www.lowell.k12.ma.us/helpdesk>