

Aspen Frequently Asked Questions

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System

What is Aspen?

Aspen is a secure, Web-based school information management system produced by X2 Development Corporation, a subsidiary of Follett Software Company, for schools and school districts. The system manages all facets of student data – from attendance to conduct, grades and schedules.

Wilmington Public Schools has been using Aspen since July of 2011 with great success. We have introduced the Family Portal so parents, teachers, and administrators can work together and communicate more effectively and efficiently.

Who can access Aspen?

Aspen accounts will be issued to the parent/guardian set as Contact 1 for each child. In addition, each student in grades 6 -12 will also receive their own student login.

While Kindergarten and Elementary parents will receive a login, teachers are not required to use the Gradebook feature at that level. Elementary parents may still view contact and attendance information, and update a student's emergency information, but should not expect to see grades.

How do I access the portal?

Simply visit the website: <https://ma-wilmington.myfollett.com>

Where can I access it?

You can access Aspen from any computer or device with internet access. Aspen does use pop-ups, so you may need to allow your browser to open them.

What do I do if I can't connect to the website?

Aspen is available 24x7, but it will occasionally have down time for updates. We will post notifications in the Announcements section of the Home Page before these occur and they will normally happen after 11:00 pm. If you find you cannot connect, please wait 24 hours and

attempt to access the site again. Please note that Wilmington Public schools will not provide support for your home computer or network.

Login/Password

What do I do if I cannot remember or have not received my login name?

Please email aspenhelp@wpsk12.com from one of the email accounts on record for your child with your student's name. Do note that we will only provide login information to email addresses already on file in the system. This would be an address you had previously reported on the student's emergency card. This helps us protect your child's privacy so that we do not have someone create a new email account, claim to be you, and get access to your child's information.

What do I do if I have forgotten my password?

If you have logged in previously, and have set your security question and answer, you can use the "Forgot My Password" link on the login page. Once you enter the correct answer, an email will be sent to the primary email account listed in Aspen for you with a temporary password. If you cannot remember your security question/answer or did not set one up previously, please email aspenhelp@wpsk12.com.

Note: passwords and your email address/security answer will be case sensitive. You may want to verify that your CAPS Lock is not enabled or that a capital letter was not inserted inadvertently at the beginning if you are having trouble.

I am having trouble getting in with my temporary password.

The temporary password will be a 3 digit number with a 4 letter "word" on each side. One of the words will be in all capital letters, and the other will be in all lowercase. After you use the password on the main login screen, you will get a notice indicating that the temporary password has expired and you need to set a new one.

To do so, just use the temporary password once more as the "current" password, then enter your new password. You will have to use at least 1 capital letter, 1 lower case letter, and 1 number. It also needs to be at least 6 characters long.

Aspen is telling me that my account is disabled or expired. What do I do?

To protect your account from someone attempting access by trying random passwords, when the wrong password is entered 5 times, your account will be disabled. Should you get locked out, you can unlock the account by successfully completing the "Forgot my password" wizard on the main login page.

If you have trouble with the wizard, you can email aspenhelp@wpsk12.com from one of the email accounts on record for your child with your student's name and your portal login

name. This will help us verify that the account is secure and that the appropriate individual is receiving the account information.

I have more than one student at Wilmington. Do I have to have separate accounts for each student?

No, all of your students can be included under one account. If you receive more than one login, or if you do not see all of your children on your current account, please email aspenhelp@wpsk12.com from the primary email listed on your account with your name, as well as the names of your children.

What is the difference between my login and my child's login?

The main difference is in the tools available. The student has a widget that will allow him or her to check off items on a "To Do" list. Students will also have a "Locker" tab where they can upload documents for retrieval to work on wherever they need to. Parent/Guardian logins also allow use of the workflow that updates Contact and Emergency information. Student logins do not have that capability.

Can I change my security question? What about my password or email address?

When you are logged in, just click on the "Set Preferences" link at the top right corner of the Aspen screen. From the "Security" tab, you can change your email address, password, and security question/answer. Please note, however, that when you change your email address here, it will also be updated in your contact information used for the district Auto-Call system.

Using Aspen

Where can I find information on using the portal?

Aspen is easy to navigate. The data is secure and view-only. Feel free to explore. If you have a question about how to do something, go to the **Help** menu for the following options.

- **Online Help:** Click to open online help. Click on the link at the left called "**Using the Student and Family Portal**" to see a list of topics. You can also use the search feature to find more information.
- **User Guides:** Click to open, download, and print a PDF version of the Family and Student Portals user guide.
- **Quick Reference Cards:** Select a topic to view a quick reference card.
- **Videos & Training Tools:** Select then click on the Toolkit for "Students and Families" to view the available Quick Reference Guides and Videos created by Aspen.



Note, you may see items in the Aspen Help that look different or are not available in Wilmington's portal. For instance, from the Online Help, you may notice a link to "Creating an Aspen Account". While we have the potential of moving to this self-service account creation in the future, it is not available currently for us.

Wilmington has also prepared some videos and guides specific to us. They are available on the "Aspen Student/Family Portal" page.

Attendance

What do the codes listed for attendance mean?

A – Absent

D – Dismissed

T – Tardy

E – Excused

NC – No Call (School received notification from parent that the student would be absent so an Auto-Call telephone message does not need to be sent)

FT – Field Trip (Student is attending a school approved trip. He/she is not in the building; however this does not count as an Absence.)

What do I do if I have a question about my child's attendance record?

Please contact your student's main office.

Contacts

I see the contact info I provided to the school. How do I know who will get calls from the school?

Emergency Priority 1 is the primary contact. This person's Phone 1 and Primary Email are used by the Auto Call system when we need to contact the family about building or district events such as important happenings in the school or for snow days. If other phone numbers are provided for the primary contact, they would be used if someone from the school needed to talk to the parent/guardian about the student.

Emergency Priority 2 and 3 contacts, if provided, are the additional contacts for direct communication if the school cannot reach the primary contact. They would not receive Auto Call messages. These contacts are helpful if your student is ill and the primary contact could not be located, for example.

Emergency Priority 4 is used as the "Second Auto Call" contact. This is an additional phone number and/or email that can receive automatic messages from the school or district. For example, even though Dad is Emergency Priority 2, he would not receive auto calls unless his phone number was listed under Emergency Priority 4's Phone 1. Many families will be set so the Home phone is the Primary Contact's Phone 1, which makes it the primary auto call number. Then, they will provide one parent's cell number for the Second Auto Call contact to allow a secondary call should the home phone be unavailable.

Can I change the contacts listed for my student?

Yes, you can update your contact information at any time using the same process for filling out electronic emergency cards. A step by step guide, as well as a video tutorial are available on the "Aspen Student/Family Portal" page.

Grades

Why is my child's grade so low today when it was much higher a week ago?

Grades can fluctuate greatly throughout the course due to factors like weighting and missing assignments. Aspen will always give you a running average based on the information currently recorded in the Gradebook.

For instance, if a project is used to demonstrate learning for several weeks during a class, the teacher might weight it as being the most important factor in the student's grade. If the student does poorly on the project, or does not turn it in, that may significantly lower the overall grade in the class. In this example, a child could be passing one day and failing the next. It is up to each teacher to determine the factors that contribute to each grade.

What do I do if I have a question about my child's grades?

Grade questions should be addressed with the teacher for that specific course.

Why can I see more current grade information in one class than in another?

Each teacher will determine the frequency with which he or she updates grades. He or she should provide you with information on those expectations at the beginning of the course.

I want to show someone my child's grades. Should I just give them my Aspen login?

Never provide someone else with your login! Report cards will still be available to you in a printed or printable format, so you can use that to show a family member if you choose.

Aspen records highly confidential information about your student. Wilmington Public Schools takes great care to ensure that your child's privacy is being respected and the information is handled on a need to know basis. Not every staff member will have access to your child's information, and even your child's teacher may not have all of the information available that you can see. Grade information is private and considered confidential. It should not be used to compare students, teachers, and/or schools. Parents and students will be expected to act in a responsible, ethical, and legal manner. Inappropriate use could result in the cancellation of your Aspen account.