How to Create a New Aspen Password

If you're locked out of your **Aspen** account, or have forgotten your password, please follow the instructions on the "**How to Reset Your Aspen Password**" wiki page. If you don't remember the answer to your security question, you will need to have the technology office reset your Aspen password manually. Please submit a ticket requesting an Aspen password reset through our helpdesk: **support.newburyport.k12.ma.us**

If you are a parent or guardian, you can submit a ticket by emailing:

aspen@newburyport.k12.ma.us

If you submit a ticket requesting access to your **Aspen** account, a member of the technology office will respond with both your **username** and a **temporary password**.

> Go to: **ma-newburyport.myfollett.com**

Enter your **username** in the **Login ID** field, and the **temporary password** you were sent in the **Password** field. Click '**Log On**' to continue.

AspenPasswordSelfReset-9.png

You will see a message that states, "**Your password has expired. Please create a new one**". Click '**Ok**' to continue.

AspenPasswordSelfReset-10.png

Enter the **temporary password** you were sent in the '**Current (or Temporary) Password**' field. Next, create a new password and enter it into both the '**New Password**' and '**Confirm New Password**' fields.

> Your new password must meet **all** of the **Password Requirements** listed at the top.

> Minimum length is 6.
> At least one number.

- At least one capital and lowercase letter.
- Can't contain 'password', login name, first name, middle name, last name, date of birth, personal id, or only sequential letters or numbers.

Click '**OK**'.

AspenPasswordSelfReset-11.png

> **If you entered everything correctly, it will log you into Aspen. Please remember what you chose as your new password.**

If you see an error message, please make sure you are entering the temporary password correctly, and that your new password meets **_all_** of the password requirements.

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