

ASPEN GUIDE

Resetting Account Passwords

If your school is using the Aspen Family Portal, you will need the ability to reset passwords for user accounts.

This security role will allow you to reset user account passwords for:

- Parents
- Staff
- Students

1. School View > School TopTab
2. Options > Password Reset
3. Choose who you are resetting. Set the dropdown to NO if you are not doing a specific category. You may reset one or multiple passwords at the same time.

Example of resetting one parent, but no staff or students:

Password Reset

Staff No

Select Staff Users

Students No

Select Student Users

Contacts Yes

Select Contact Users

Run Cancel

1:98- [dropdown] Select All 0 of 235 selected

Search on Login

<input type="checkbox"/>	Login	Name	LoginStatus
<input checked="" type="checkbox"/>	W-aburto	Burto, Amanda	Enabled
<input type="checkbox"/>	W-abernard	Bernard, Angelique	Enabled
<input type="checkbox"/>	W-abraham	Abraham, Claude	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled
<input type="checkbox"/>	W-abraham	Abraham, John	Enabled

OK Cancel

4. Check the box by the parent name(s), and click the OK button.