

Problems Logging Into Aspen Family Portal?

At the very least, you need to have your LoginID. If you do not know what that is, please fill out a ticket at:

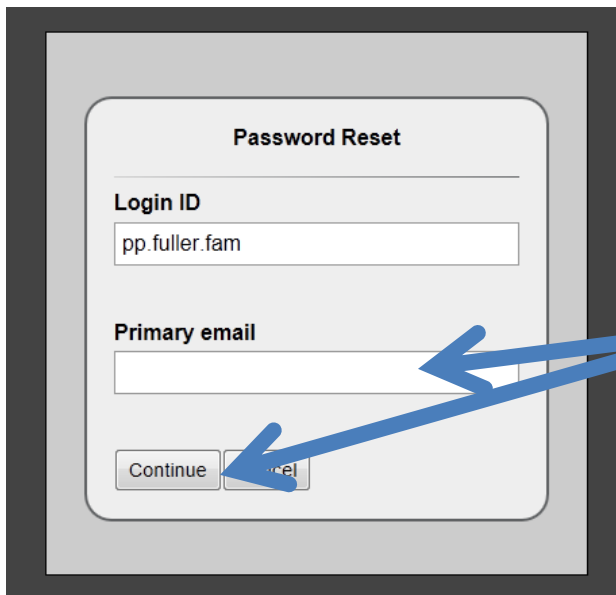
<https://helpdesk.weymouthschools.org/>)

You will need to submit your email first.

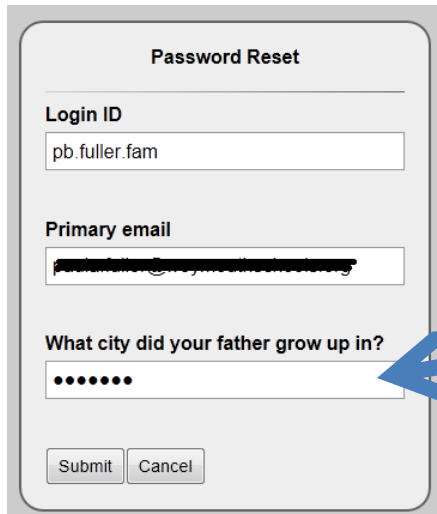
If you know your Login ID, but not the password, you can put your login id into the dialog box on the Aspen webpage : <https://ma-weymouth.myfollett.com/>



Once your Login ID is in, click the “I forgot my password” right below the Password box.

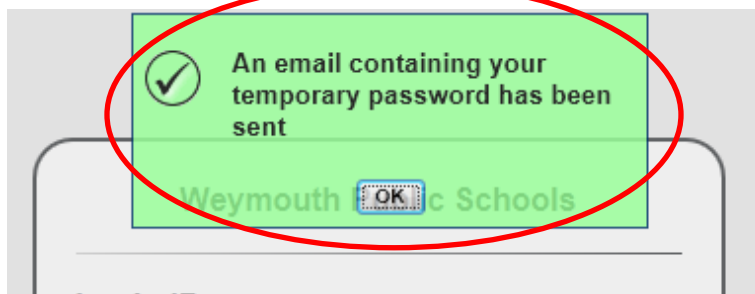


A new window opens. Put the primary email address on file into the dialog box and click “Continue”.



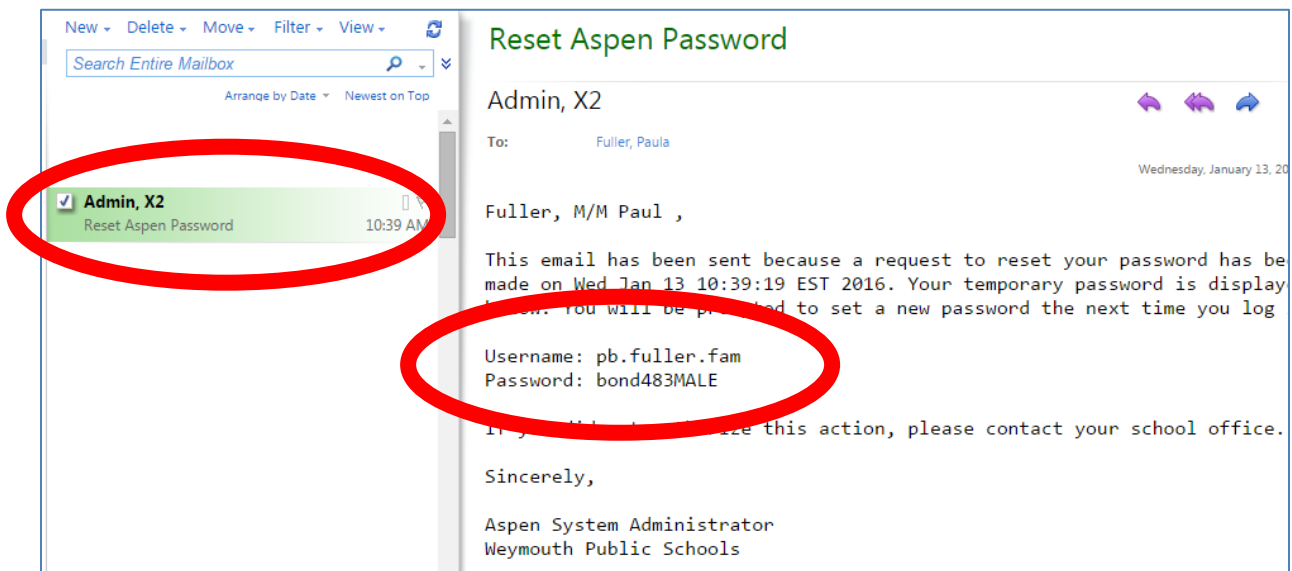
The form is titled "Password Reset". It contains three input fields: "Login ID" with the text "pb.fuller.fam", "Primary email" with a redacted email address, and "What city did your father grow up in?" with a masked input field containing seven dots. Below the fields are "Submit" and "Cancel" buttons. A blue arrow points from the text to the city input field.

Answer your security question. If you never filled it out, you will need to fill out a ticket to have the information sent to you. Fill out a ticket at: <https://helpdesk.weymouthschools.org/>



You will get a confirmation that your temporary password has been sent, if you entered the correct answer. If you don't know the answer or it isn't accepted, email X2whs@weymouthschools.org account.

Check your email for a message from "Admin, X2", which will contain your temporary password:



Use the temporary password to log in to your account. You will be prompted to create a new password, saying that your password has expired:



The image shows a screenshot of a web application interface. At the top, there is a blue header with the text "Follett Aspen™". Below the header, there is a gray dialog box titled "Password Requirements". Inside this dialog box, there is a red error message box with a white 'X' icon. The message reads: "Your password has expired. Please create a new one." Below the message is an "OK" button. To the left of the error message, there is a list of password requirements: "• Minimum", "• At least", "• Can't", "name", "sequential letters or numbers", and "middle". Below the error message, there is a yellow box with three labels: "Current Password", "New Password", and "Confirm New Password". To the right of these labels are three empty text input fields. At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

Click OK.

If you have any issues, email: x2whs@weymouthschool.org