Aspen

Frequently asked questions:

1. How do I create an account for Aspen if I do not have one?

Answer: Go the district website: [www.darienps.org](http://www.darienps.org) on the side left menu select Aspen Parent Portal Signup. This link: <http://www.darienps.org/boe/portal.php> will take you to a form you will need to complete and once you submit the form, an account will be created for you and you will receive your account information in the mail.

1. How do I reset my password if I have forgotten it?

Answer: As long as your email in Aspen is up to date with your most recent email (or if you know the email that you provided to us) and you know your username, which is typically your first initial to your first name and then your last name.

Example: jsmith (all lower case letters) You can go to the Aspen website and have your password reset there. The link is: <http://aspen.darienps.org/aspen/logon.do>

If you have forgotten your username and password, you can get aspen@darienps.org and that information will be sent to you via email.

1. What if I do not see the “TASKS” box on my main page?

Answer: Go to the “Set Preferences” in the upper right hand corner of the page and select the “Set Preferences” menu . Select the home tab and check all the boxes and then select ok. This will now make the “Tasks” box appear on your page.

1. Why am I getting an error message (Value required for Field “FieldA001” when processing the emergency and contact information workflow?

Answer: You need to complete all the tabs once you have selected the student name and selected “OK”. On this page, you have 6 tabs to complete or review and on the last tab called “Release Records” you need to put your initials in the field at the bottom of the page before you select the next button.

1. How do I add a contact if one of the parents are missing?

Answer: Email Aspen support: aspen@darienps.org and we can add that information for you. We would need to know name, address, home and cell phone and email address for the person we would be adding.

1. What is a one of my children are missing for the family list?

Answer: Email Aspen support : aspen@darienps.org and we can add the student that is missing to your list if you provide us with the child’s name.

1. What if my child’s or my address, phone or email changes during the year?

Answer: Use the contact and emergency workflow to update your information at any time.

1. How do set up notification about grades and absences?

 (Applies only to Middle School and High School)

Answer: Under the “Family” top tab> Notification side tab> is where you can set up notifications for attendance and grades.

1. How do I see grade information?

 (Applies only to Middle School and High School)

Answer: Go to the “Academics” top tab>in the middle of the page select the student if you have more than one student in the school system that you would like to see grades for> You will then see the list of classes that the student has for the current year. Select the course by clicking on the highlighted blue course name. This will take you to the details of that course. Select the side tab called assignments and you will see the assignments for this course. Select the attendance side tab and you will see the attendance for this course.

1. Can I see grades from a prior year?

 (Applies only to Middle School and High School)

Answer: Go to the “Family” top tab>select the student you want to view information for>go to Transcript side tab>go to the martini glass in the upper right hand corner of the page>select all records. This will bring up all courses that a student has taken in the current school they are in. If you select the blue course by clicking on it, you will also be able to see the comments for this course from the teacher. You can also change to see a prior school grades by going to the dictionary menu in the upper right hand corner and selecting the school you would like to view grades for.