



Lowell Public Schools
Lowell High School
50 Fr. Morissette Blvd
Lowell, Massachusetts 01852-1050



Lowell High School Student Aspen Guide

Lowell Public Schools provide students with access to their attendance, schedules and grades through Aspen. Information on the Aspen Portal is available [here](#).

In order to login to Aspen, follow these instructions:

1. [Click here](#) to go to the Aspen login page.
2. Under login ID, enter your six-digit Student ID number.

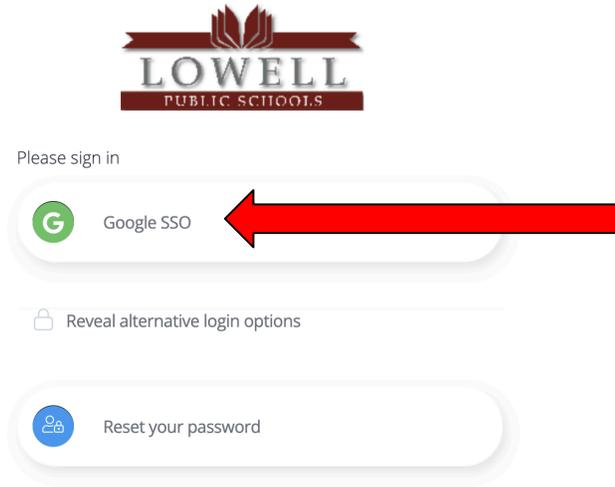
A screenshot of the Aspen login page for Lowell Public Schools. The page has a light blue header with the text "Lowell Public Schools". Below the header, there are two input fields: "Login ID" and "Password". The "Login ID" field has a blue border and a "Request an account" link below it. The "Password" field has a blue border and a "Trouble logging in?" link below it. At the bottom, there is a "Log On" button with a right-pointing arrow.

3. Under password, enter your password.
4. Click Log On to access your Aspen portal.

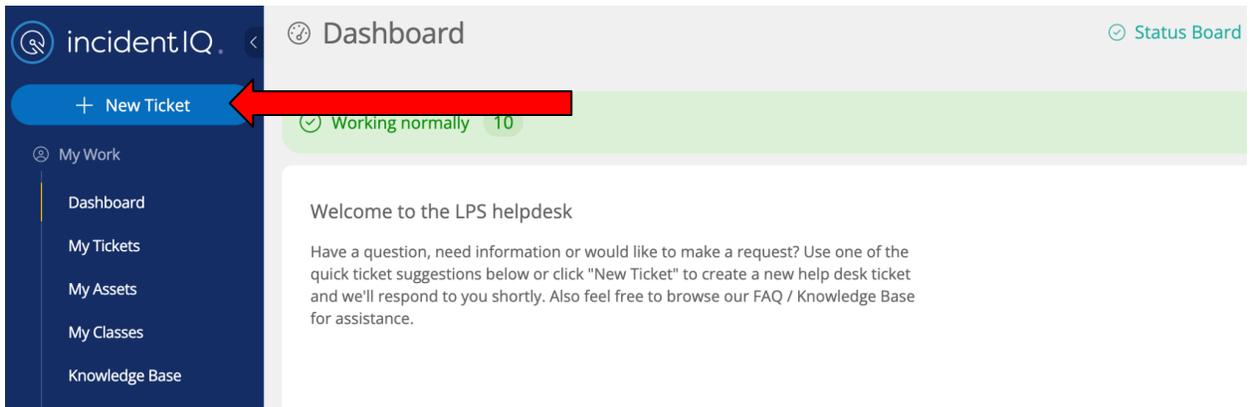
If your Aspen account is disabled, follow these steps to submit a Help Desk ticket:

1. [Click here](#) to go to the Help Desk.

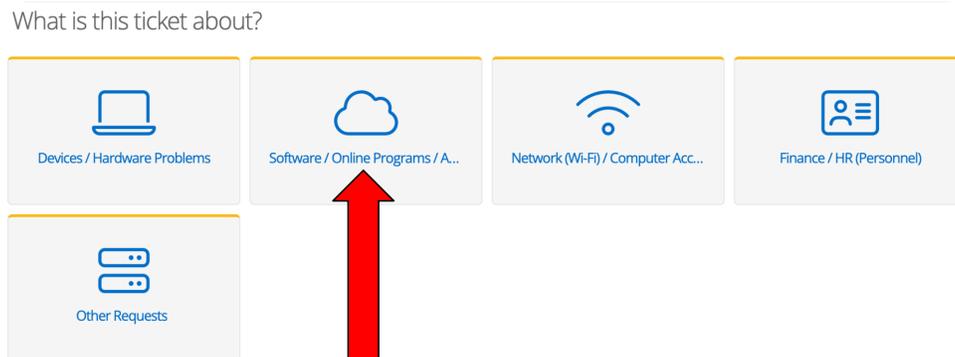
2. To sign in, you must click on the “Google SSO” link. Make sure you are logged in with your Lowell email account (StudentIDNumber@student.lowell.k12.ma.us).



3. Click on “New Ticket” on the left menu bar.



4. Click on “Software/Online Programs



5. Type “Aspen” in the search bar and click on “Folett Aspen” in the search results.

Which software or online system is this related to?

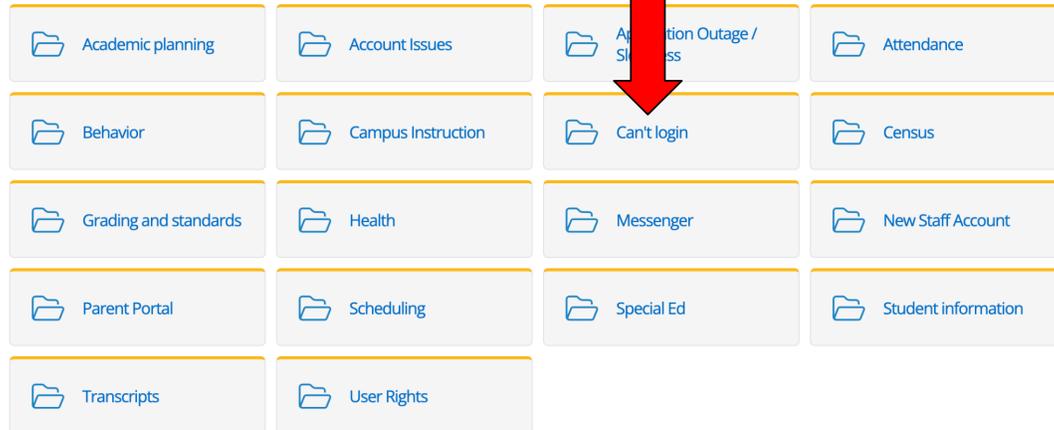
Search Results:



6. Click on “Can’t Login” when selecting an issue category.

Select an issue category

Follett Aspen categories:



7. In the “Describe your issue” box, type “My Aspen account has been disabled and I need a new password.”

Describe your issue

8. For Room, put your Advisory classroom. If it is over the Summer, use your Advisory from the prior school year.

Leave the Location/Additional Room Details blank.

Next to Staff Name Lookup type in your Student ID Number and then click on your name.

Then click the blue “Submit Ticket” button.

Room

Select a location that best describes where this issue is located

Select or search for a room ...

My room is not listed

Location/Room Details

If you have additional details regarding where this issue is located please enter those details here

Additional location details.

Staff Name Lookup

Search for the staff member this ticket is for.

Select or search for a user ...

Attach file(s)

Upload any files or screenshots you have that can help resolve the issue.

 **Select file to attach**
Drag and drop file(s) here
or click to [browse](#) files

< GO BACK

✓ SUBMIT TICKET

9. After submitting your ticket, the Help Desk will process your request. You will need to check your school email to get your new temporary password.