

Lowell High School
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~Lowell High School Pilot Program~

Student Portal Guidelines
for Account Access

To assist students in monitoring their progress, enhance communication, and further promote educational excellence, Lowell Public Schools is pleased to provide access to student records through the Aspen Student Portal. With the Aspen Student Portal, students will have access to their attendance, schedules and grades. Students will also be able to see assignments from the gradebook of participating teachers. Students may login anytime from anywhere they have a secure internet connection and may see current information.

The district's goal in providing this service is to promote educational excellence by facilitating resource sharing, innovation, and communication between Lowell Public Schools and students and parents.

Listed below are the guidelines to follow for account access. If any user violates these provisions, access to the Aspen Student Portal may be denied.

1. **Privileges.** The online access to the information is a privilege, not a right, and inappropriate use may result in a cancellation of access to the Aspen Student Portal. Students shall be expected to act in a responsible, ethical, and legal manner. The administration, staff or faculty of the Lowell Public Schools may request that the system administrator deny, revoke, or suspend a specific user account for any use deemed inappropriate.
2. **Disclaimer.** Lowell Public Schools, the City of Lowell and their agents, employees or contractors makes no warranties of any kind, whether express or implied, for the service it is providing. Lowell Public Schools shall not be responsible for any damages suffered while on the system, including but not limited to loss of data as a result of delays, non-deliveries, unauthorized third party access to your account, misdeliveries, or service interruptions caused by the system or errors or omissions or viruses. Use of any information obtained via the Aspen Family Portal is at your own risk. Lowell Public Schools specifically disclaims any responsibility for the accuracy of information obtained through its services. Lowell Public Schools will do its best to make sure that the computer system is virus free, however please note that there is still the possibility that a virus may be transmitted so please take appropriate software precautions.
3. **Security.** Students shall not share their user account or password with anyone. Security on any computer system is a high priority because there are so many users. If you identify a

security problem, notify the school. Never demonstrate the problem to other users. Never use another individual's account. For your protection, do not save your username or password on any computer. Passwords will expire periodically.

Security features of the Family Portal:

- Once the completed application has been received and verified, you will receive a letter with your access information.
- All attempts at logging into the system are recorded and monitored, and a full audit trail is tracked on sensitive data.
- You will be automatically logged off if you are **INACTIVE** for more than **10 minutes**.
 - Once you have set up your password recovery preferences, if you forget your password, click on the **'I Forgot my Password'** link on the login screen. This will regenerate a new password for you and send it to your registered email account.
 - Students with invalid attempts on their Aspen Portal account will periodically be reset. Information with the student's username and password will be sent to their LPS email account.
 - Three unsuccessful log-in attempts will disable the Family Portal account. In order to use the Student Portal again, students will need to contact the school district's Technology Resource Center by sending an email to **helpdesk@lhs.lowell.k12.ma.us** using their school email account to have the account reactivated. When addressing the email, please remember to "Portal Issue" in the subject line.

****Please note:** Lowell Public Schools cannot provide any technical support other than help with login issues.

Lowell Public Schools expects all users of the X2 Aspen Student/Family Portal to:

1. Respect the rights and property of others and will not improperly access, misappropriate or misuse the files, data, or information. Any user identified as a security risk or having a history of misuse of other computer systems may be denied access to the Aspen Student/Family Portal. Please note that misuse by the student could result in disciplinary action including but not limited to expulsion consistent with the Lowell High Student Code of Conduct and Lowell Public School Policy.
2. Keep all accounts and passwords confidential and not accessible to unauthorized third parties, including sharing them with your children.
3. Prevent your computer from remembering passwords when using the Aspen Student/Family Portal.

4. Log-off your account and not leave your account open or unattended.
5. Make back-up copies of the documents critical to you.
6. Take precautions to prevent viruses and/or unauthorized access on your own equipment.
7. Avoid downloading copyrighted material, which is illegal and is prohibited.
8. Remember that your Aspen Student Portal is active as long as you are attending Lowell Public Schools. Once you withdraw or graduate from the District, your account is no longer valid.
9. Provide a valid application form for each child enrolled at Lowell Public Schools.
10. Inform the Lowell Public Schools of any changes of to a student's custodial rights of any children you have that attend the Lowell Public Schools.