

Lowell High School
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~Lowell High School Pilot Program~

Legal Parent/Legal Guardian Family Portal
Guidelines for Account Access

To assist parents/guardians in monitoring their children's progress, enhance communication with parents, and further promote educational excellence, Lowell Public Schools is pleased to provide access to student records through the Aspen Family Portal. With the Aspen Family Portal, legal parents/legal guardians will have access to student attendance, schedules and grades. Parents of High School students will also be able to see assignments from the gradebook of participating teachers. Parents/guardians may login anytime from anywhere they have a secure internet connection and may see current information about their children. Most importantly, the Aspen Family Portal makes legal parents/legal guardians partners in their children's education.

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 parents.

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

1. **Privileges.** The online access to the information is a privilege, not a right. Inappropriate use may result in a cancellation of access to the Aspen Family Portal. Legal parents/legal guardians 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, nondeliveries, 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.** Parents 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 at once.

Never demonstrate the problem to other users. Never use another individual's account. For you and your children's 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.
- Three unsuccessful log-in attempts will disable the Family Portal account. In order to use the Family Portal again, parents will need to contact the school district's Technology Resource Center by sending an email to **aspenportal@lhs.lowell.k12.ma.us** to have the account reactivated from your registered email account. When addressing the email, please remember to include your child's name 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 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 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 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 Family Portal is active as long as you have a child attending the Lowell Public Schools. Once your child has withdrawn 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 your custodial rights of any children you have that attend the Lowell Public Schools.