

Aspen Family Portal FAQs

1. What is Aspen?

Aspen is a secure, web-based school information system that manages all aspects of student data, district-wide.

2. What is the difference between my login and my child's login?

The main difference between the two accounts is the tools that are available to parents and students. Students have access to a "to do" list. There is also a locker tab for students where they can upload documents to retrieve in different locations.

3. How do I access the portal?

Please visit the website <https://ma-naschools.myfollett.com/aspen/logon.do>

4. What do I need to access the site?

This site is accessible through any computer or device with internet access. Aspen often requires pop-ups, so you may need to allow for these on this site.

5. What if I forget my password?

On the login page, please look under the login box for "I forgot my password" Click on this link, follow the directions and your password will be sent to the registered email address. You can also email aspen@naschools.net for a password reset.

6. How do I change the email address associated with this account?

In the upper right hand corner click on "Set Preference." You will then see a pop-up box. Choose the security tab at the top and change your email address.

7. What if my account is disabled?

In the effort to protect your security, if you have tried to log-in unsuccessfully five times or more, you have disabled your account. Please email aspen@naschools.net with the parent name, student name and the current grade of your child from one of the email addresses that the school district has on file. Within 24 school hours, we will reply to the email with a temporary password. You must then log in and reset your password.

8. I have more than one student attending North Attleborough Public Schools. Do I need an account for each student?

No, as a parent you are able to view all of your children with one account. If you do not see all of your children on your account, please email aspen@naschools.net. You will be able to see the account information for all your children. Grade information is only available for high school and middle school students.

9. What if have a question about something specific that I see about my student?

Please contact your child's teacher or the school's main office where your child attends. The school will be able to assist you with information about attendance, grades and additional information as it relates to your child.

10. What if I am having trouble navigating the family portal?

Aspen had help available online. This includes a help search tool and index, user guides, quick reference cards, and training videos. In addition, please feel free to contact your children's teacher.