



LONDONDERY

School District

Aspen Parent Portal: Password Self-Service

Setup Your Security Questions

Aspen Parent Portal Security questions have been enabled in order to provide a process for you to reset your password on your own when needed instead of calling your child's school. This security is now required for all Parent user accounts.

Setup your Security Preferences

1. The next time you log into the Aspen Parent Portal (<https://x2.londonderry.org/x2sis/logon.do>) you will be prompted to select security questions with the following prompt:

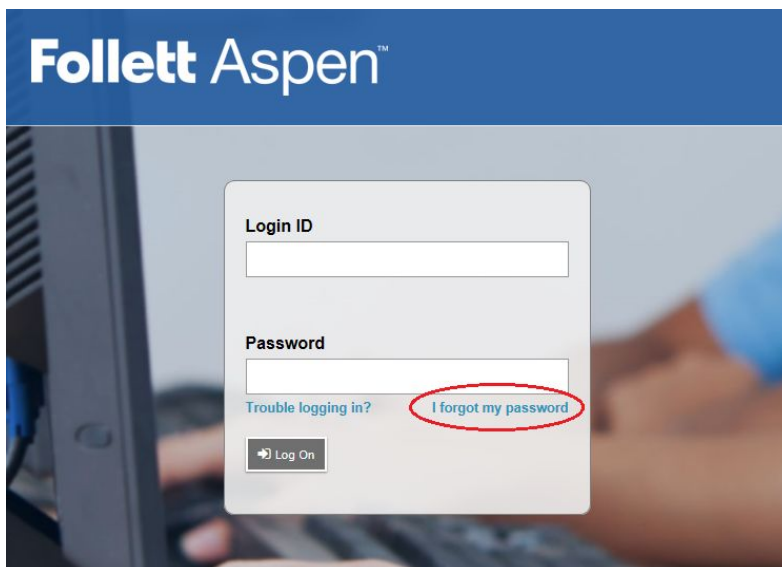
Security Preferences Update
To enable self serve password recovery, please provide the following information

Primary email	<input type="text" value="printed"/>
Security question	<input type="text"/>
Security answer	<input type="text"/>
Confirm answer	<input type="text"/>

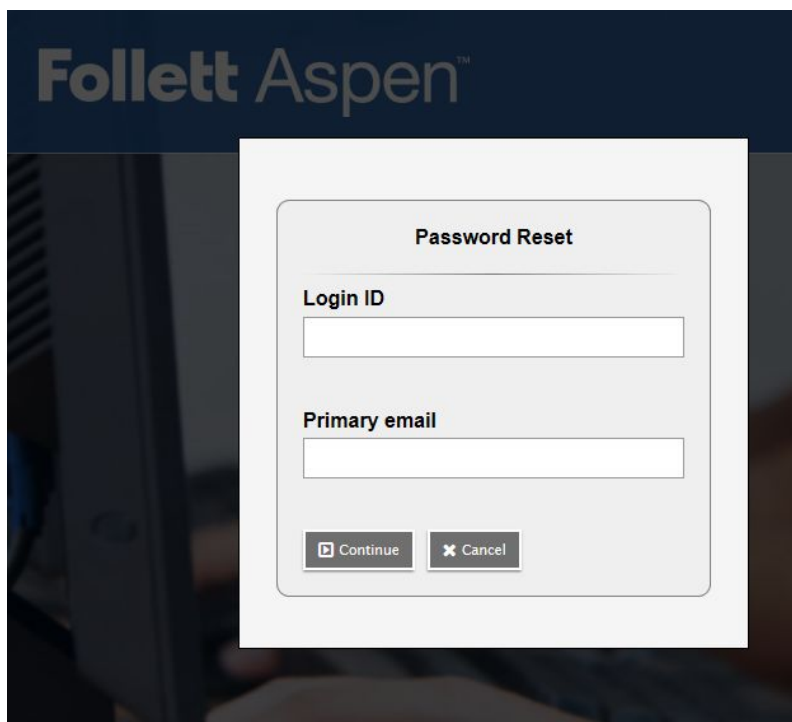
2. Type the email address linked to your Aspen account, then select a security question from the drop down menu. Type your answer to the security question, then type it again to confirm.
3. Click "Submit" to finalize your settings.
4. If you are not prompted or would like to make changes to these settings, you can access them by logging into your account, clicking on your username in the top right corner, selecting "Settings", and then select the "Security" tab.

If you need to reset your password:

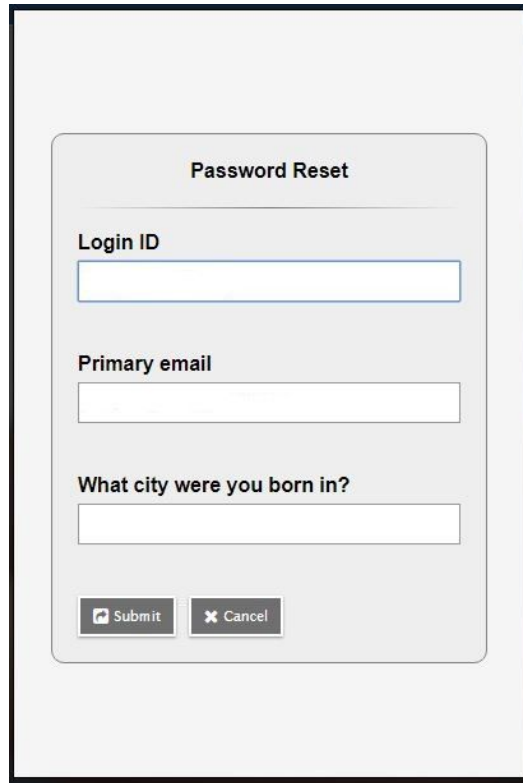
1. From the Aspen Login page click "Forgot Password".



2. The Password reset window will open. Enter Aspen ID and the primary contact email, and hit continue. If the pop up does not appear, try allowing pop ups or another browser or computer. Click "Continue".



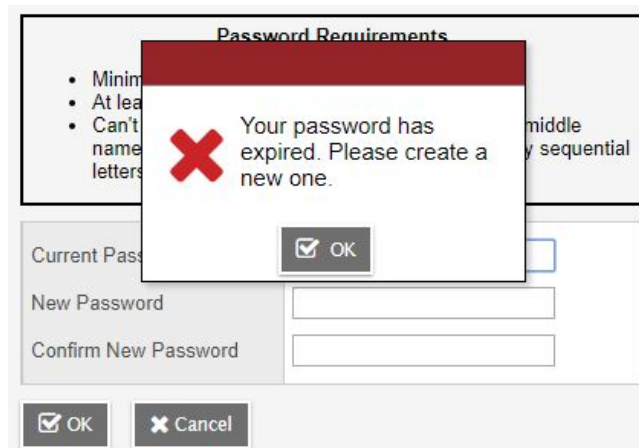
3. Your username and email will pre-populate, along with the security question you selected during configuration. Enter the answer to your security question. Click



The screenshot shows a "Password Reset" form with three input fields: "Login ID", "Primary email", and "What city were you born in?". At the bottom of the form are two buttons: "Submit" and "Cancel".

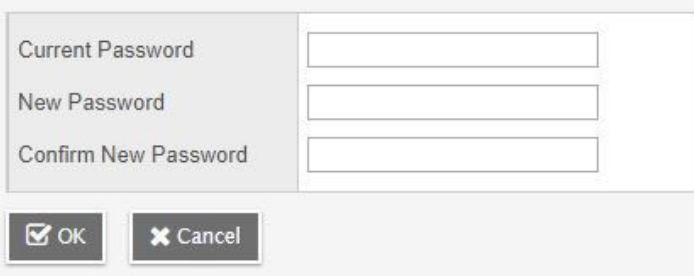
"Submit".

4. If you have answered the question correctly an email with a temporary password will be sent.
5. Log into your Parent Portal account using that temporary password and you will be prompted to select a new password. Click "OK".



The screenshot shows a "Password Requirements" dialog box with a red header and a red 'X' icon. The text inside the dialog box reads: "Your password has expired. Please create a new one." Below the text is an "OK" button. In the background, a form is visible with fields for "Current Password", "New Password", and "Confirm New Password", along with "OK" and "Cancel" buttons at the bottom.

6. Re-enter the temporary password and then enter a new password and confirm the new password by typing it again, then click "OK".



A dialog box for changing a password. It contains three input fields labeled "Current Password", "New Password", and "Confirm New Password". Below the input fields are two buttons: "OK" and "Cancel".

NOTE: Your new password must meet minimum complexity requirements as follows:

- Minimum 6 characters
- Minimum 1 number
- Cannot contain sequential letters or numbers, any part of your username or first and last name, or DOB.