

**Holbrook**  
SCHOOL DISTRICT

# Recover Aspen Family Portal Password<sup>1</sup>

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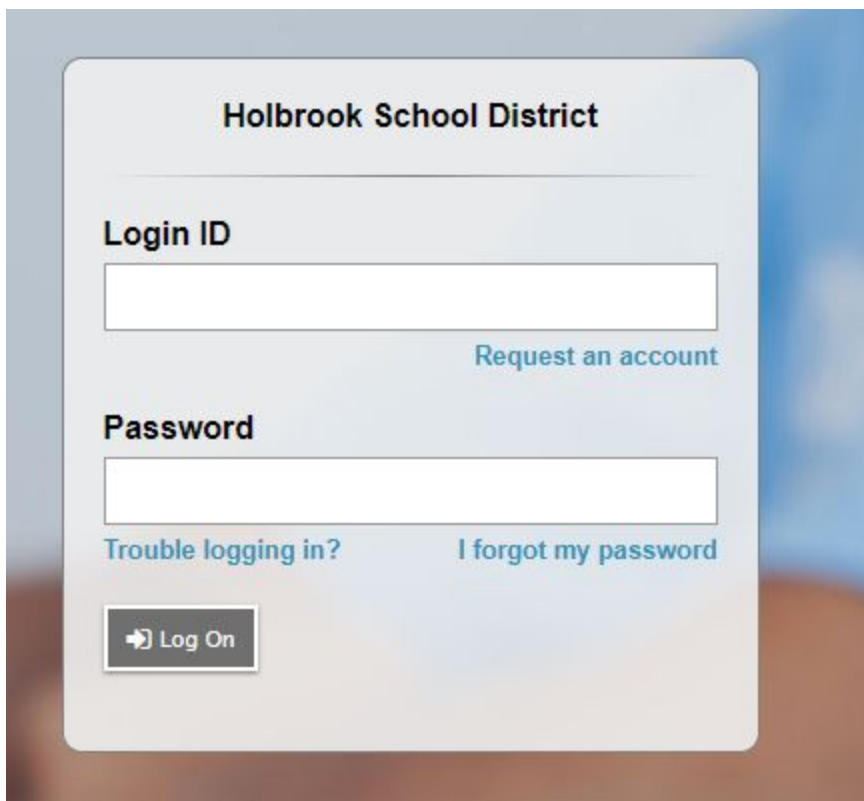
### Introduction

These are the instructions for resetting a forgotten password.

### Procedure

1. Navigate to the Holbrook Aspen website at:  
<https://ma-holbrook.myfollett.com/aspen/logon.do>

2. Click "I forgot my password"



**Holbrook School District**

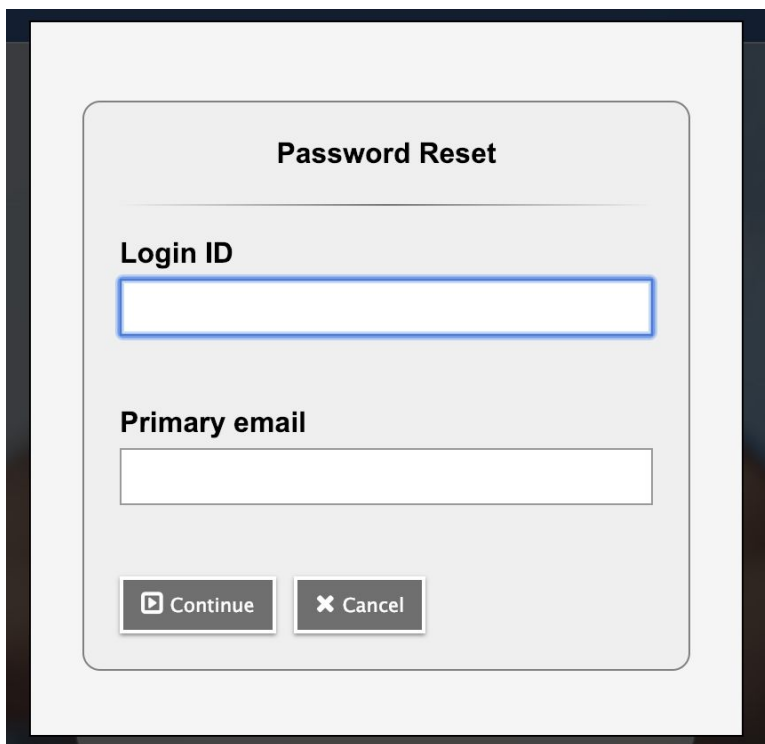
**Login ID**

[Request an account](#)

**Password**

[Trouble logging in?](#)      [I forgot my password](#)

3. Enter your Login ID and Primary email. These two fields should both be the same and filled out with your email used with your Aspen account. Click the Continue button.

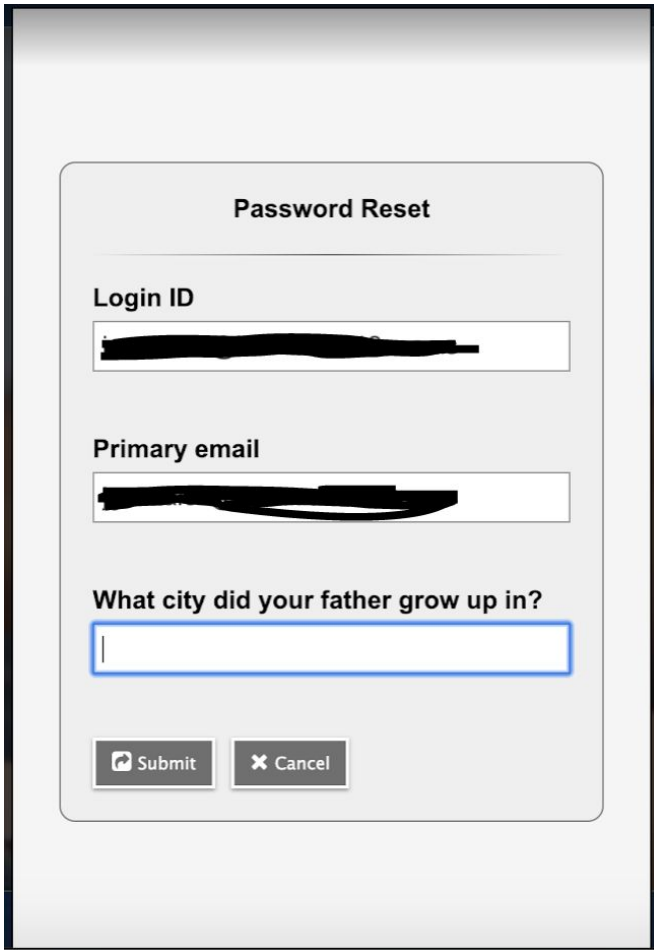


**Password Reset**

**Login ID**

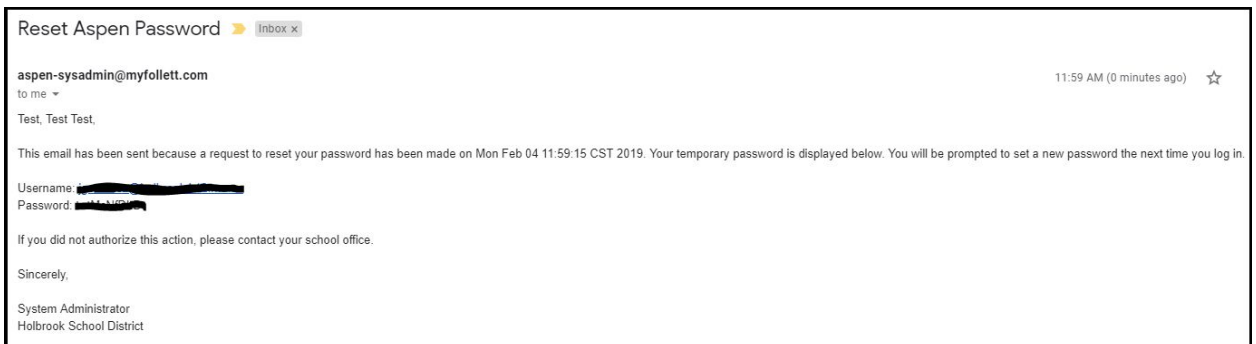
**Primary email**

4. Answer the security question you set up during account creation.



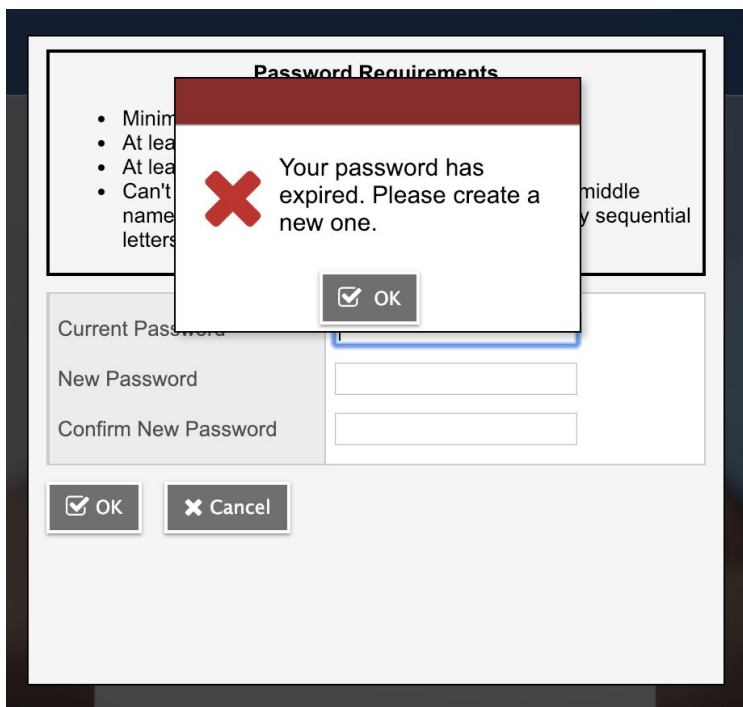
The screenshot shows a web form titled "Password Reset". It contains three input fields: "Login ID" (with a redacted value), "Primary email" (with a redacted value), and "What city did your father grow up in?" (with an empty field). At the bottom of the form are two buttons: "Submit" and "Cancel".

5. An email will be sent to you with a temporary password.

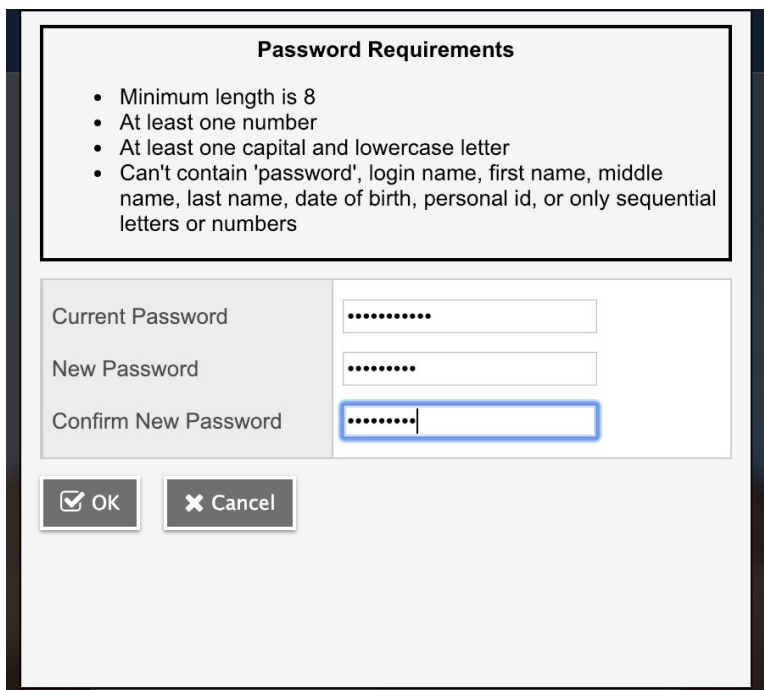


6. Return to the Aspen login page and enter your Login ID (email) and temporary password provided in the email.

7. You will see the screen below. Click the OK button.



8. Enter the temporary password sent to your email in the Current Password box. In the next two boxes, enter a new password and confirm it. Click the OK button.



9. Log in at the Holbrook Aspen home page with your email and new password.