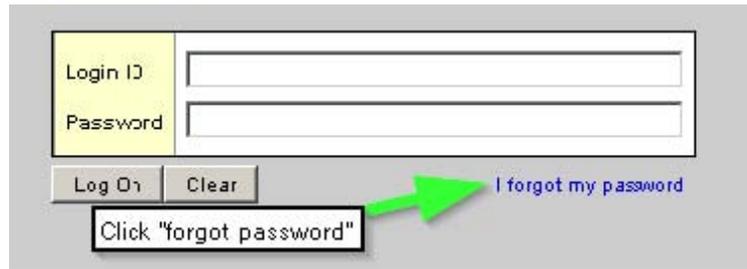# Password Recovery Instructions

From Aspen Login Screen Click on "I forgot my password"

Password Reset popup appears. Enter Aspen ID and the email associated with your account, then hit continue. If the pop up does not appear, try allowing popups or another browser or computer.

Next the security question pop up box appears. You must have previously setup a security question and answer to proceed. Enter your Security answer then hit submit. The primary email address will receive an email from with the temp password.
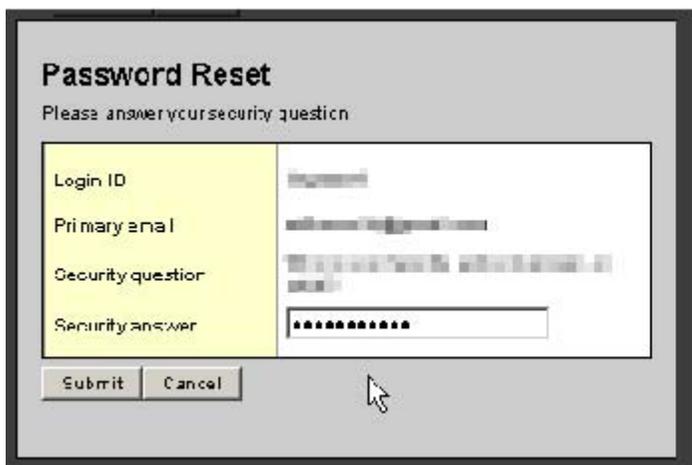
Using the normal log in process at https://ma-swampscott.myfollett.com Enter your ID and the Temporary password from the email.

Now the set new password popup appears. Enter temporary password from email in Current Password and new password that follows requirements in the New Password and Confirm New Password fields then hit Ok.