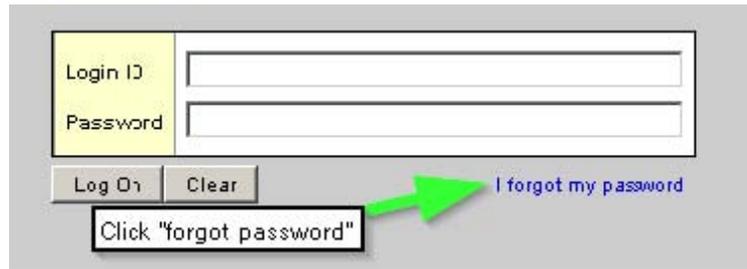


# Password Recovery Instructions

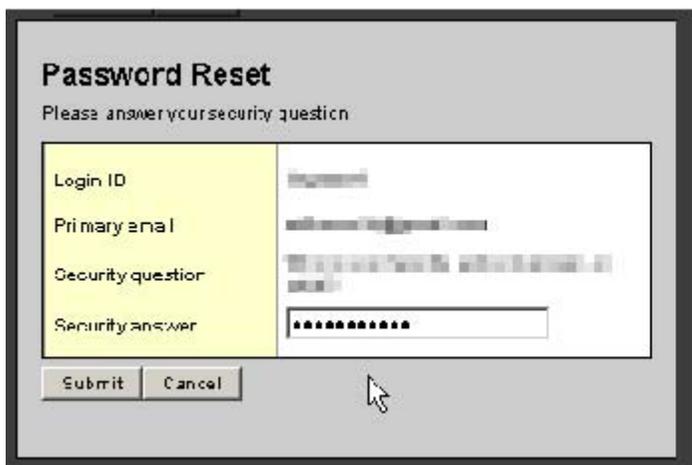
From Aspen Login Screen Click on "I forgot my password"



Password Reset popup appears. Enter Aspen ID and the email associated with your account, then hit continue. If the popup 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.

The image shows a software interface with a red error dialog box overlaid on a password change form. The dialog box contains a red 'X' icon and the text: "Your password has expired. Please create a new one." with an "OK" button. The background form is titled "Password F" and lists requirements: "• Minim", "• At leas", "• At leas", "• Can't c", and "date of birth, personal id, or only sequential letters or numbers". Below the requirements are three input fields labeled "Current Password", "New Password", and "Confirm New Password". A yellow highlight covers the labels for the "New Password" and "Confirm New Password" fields. At the bottom of the form are "OK" and "Cancel" buttons. Two callout boxes with green arrows point to the input fields: one points to the "Current Password" field with the text "Enter Temp Password from email", and the other points to the "Confirm New Password" field with the text "Enter new password in each box".