



# SELF-SERVICE PASSWORD RECOVERY INSTRUCTIONS



The X2 Aspen School Information System now allows users to access a self-service password recovery feature to reset forgotten passwords. A temporary password will be e-mailed to the user's Fall River Public School e-mail account on file upon answering a security question.

## INITIAL SET-UP

You will be prompted to enter in security question and answer upon your first login attempt after this feature is enabled.  
NOTE: You may need to adjust your popup blocker settings to allow for the various screens to be displayed

1

Enter your X2 Login ID / Password and click Log On. The Security Question window will be displayed.

Login ID	<input type="text" value="jneutron"/>
Password	<input type="password" value="*****"/>

Log On Clear I forgot my password

2

Enter in your Fall River Public Schools e-mail address and choose a security question and answer.  
NOTE: You can change your security question and/or answer at anytime by click in the Set Preferences link of your X2 Aspen account.

Primary email	<input type="text" value="jneutron@fallriverschools.org"/>
Security question	Who is your favorite actor, musician, or artist? <input type="button" value="v"/>
Security answer	<input type="password" value="*****"/>
Confirm answer	<input type="password" value="*****"/>

Submit

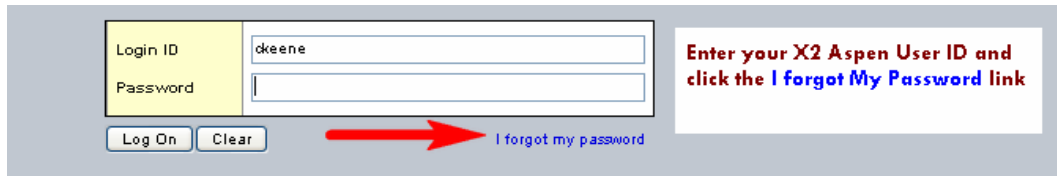
Done 216.20.52.13

After clicking Submit, you will then be granted access to your X2 Aspen account.

Page 2 outlines the directions to resetting your password.

# I Forgot My Password Directions

1

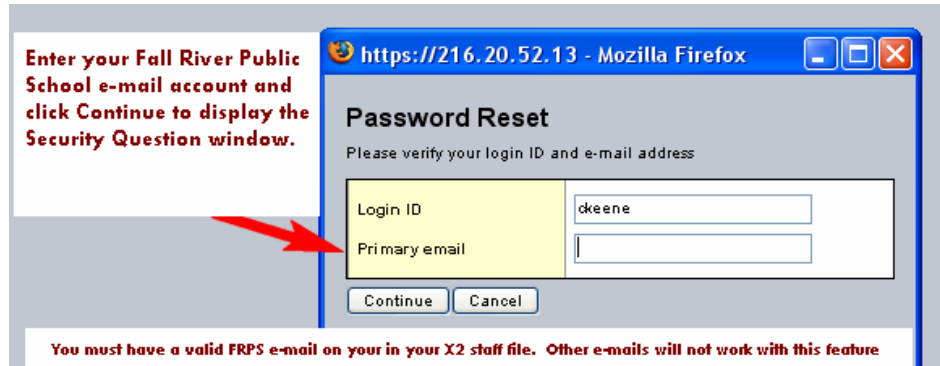


Enter your X2 Aspen User ID and click the **I forgot My Password** link

Login ID	ckeene
Password	

Log On Clear **I forgot my password**

2



Enter your Fall River Public School e-mail account and click **Continue** to display the Security Question window.

https://216.20.52.13 - Mozilla Firefox

### Password Reset

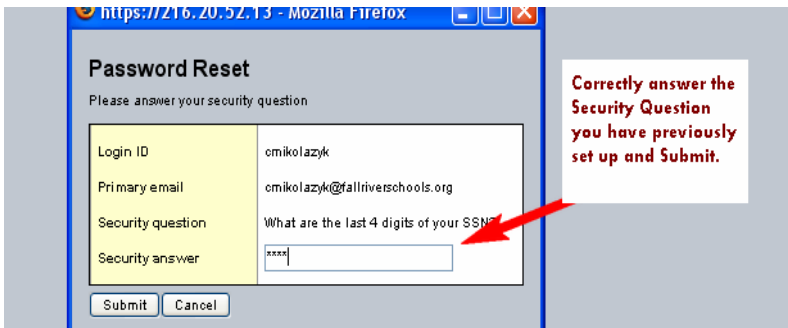
Please verify your login ID and e-mail address

Login ID	ckeene
Primary email	

Continue Cancel

You must have a valid FRPS e-mail on your in your X2 staff file. Other e-mails will not work with this feature

3



### Password Reset

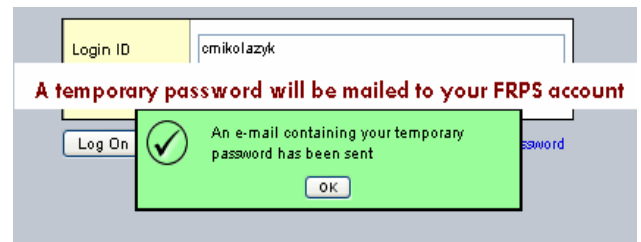
Please answer your security question

Login ID	cmikolazyk
Primary email	cmikolazyk@fallriverschools.org
Security question	What are the last 4 digits of your SSN?
Security answer	****

Submit Cancel

Correctly answer the Security Question you have previously set up and **Submit**.

4



A temporary password will be mailed to your FRPS account

Log On

An e-mail containing your temporary password has been sent

OK

5

Retrieve your temporary password from your FRPS e-mail account. **NOTE: the password e-mail may take several minutes to arrive in your Inbox. Contact the SIMS Office if you receive an error message or if the e-mail fails to arrive.**

6

Enter your X2 Login ID and your temporary password. You will then be prompted to change your temporary password to a new one. A minimum of 5 characters are required and are case sensitive.

Please keep all Login IDs and passwords secure. Refrain from sharing your information or using the automatic save features/password banks. If you feel your account has been compromised, please contact your supervisor. All staff are expected to adhere to the Acceptable Use Policy approved by the Fall River School Committee.







## Self-Service Password Recovery

NEW FEATURE INFO



X2 Aspen users will now have the ability to troubleshoot and reset their password through the new automated procedure now available. Users can setup and answer security questions and have a temporary X2 Aspen password e-mailed to their Fall River Public Schools e-mail account.

1

Click the "I forgot my password" link on the X2 Aspen access page

2

Enter your Fall River Public Schools e-mail address in the pop-up window that appears and click Continue.

NOTE: If this pop-up window does not appear, your browser has pop-up blockers enabled. Disable the blocker on your browser or hold down the Control Key during this process to temporarily override the pop-up blocker feature.



