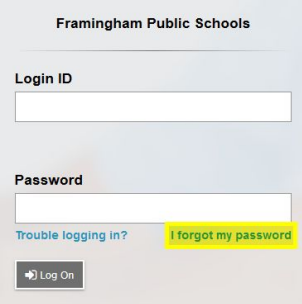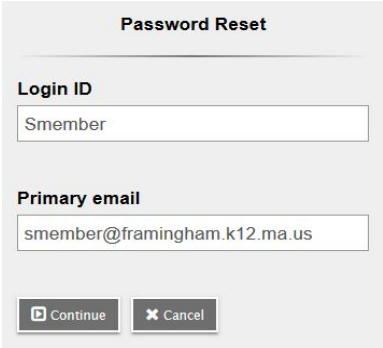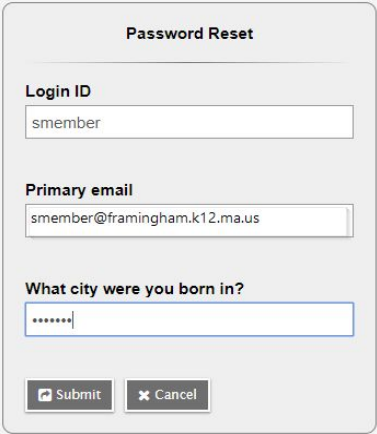# Aspen X2: Self-Service Password Reset Instructions
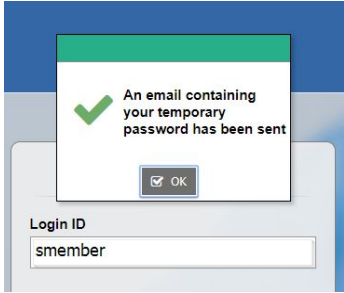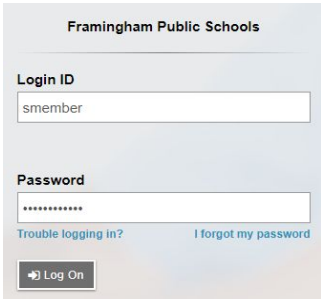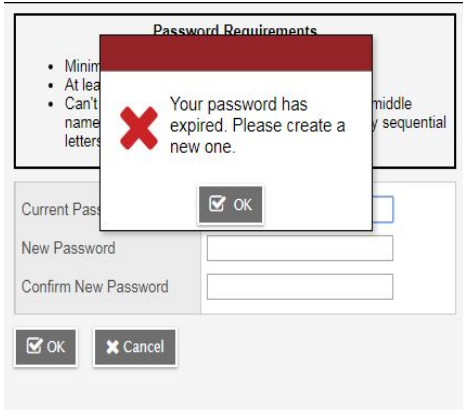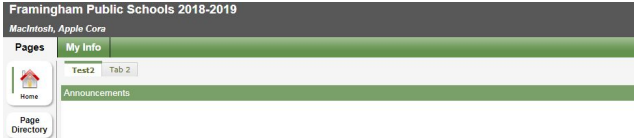## What to do if you forgot your password in Aspen X2?

If you forgot your password, you can reset it using the Password Reset option in Aspen X2 IF:
1. You have previously set up your security questions in your user preferences AND
2. You are a student in grade 6-12 or an FPS staff member with an active FPS email address.

Note: Parents and guardians do not have their own login to Aspen X2, only students have an Aspen X2 account.

STEP	INSTRUCTION	IMAGE
1	To reset your password in Aspen X2 Click on the "I forgot my password" link on the *Follett Aspen X2* home screen.	
2	The Password Reset pop-up appears. Enter your **Login ID** and **FPS Email Address**. Note: The email address ***MUST*** be a FPS email. Your login and email are case sensitive. Click Continue	
3	The next box displays your Login ID and FPS email. Answer your security question and click "submit"	

4	If the answer to your security question is correct you will receive a message that confirms an email has been sent to your FPS email account with a link to reset your password.	
5	Check your FPS email account to retrieve the temporary password. IMPORTANT: When you copy this password, make sure there are no leading or trailing spaces.	
6	Copy the temporary password from the email and enter it into the **Password** field on the Aspen Login screen. **Note::** the password generated by Aspen X2 is case sensitive and space sensitive. If you are having issues, please type in manually.	
7	You will see the following message that says that your password has expired and you need to create a new password. Click OK and follow the instructions listed in the Password Requirements box. **Note**: your current password is the same temporary password you received in your email.	
8	Upon completion, you will be able to access your Aspen X2 account.	

9	Contact the Aspen X2 Helpdesk if you have any questions or issues resetting your password Email: Help@framingham.k12.ma.us or call (508)782-6928