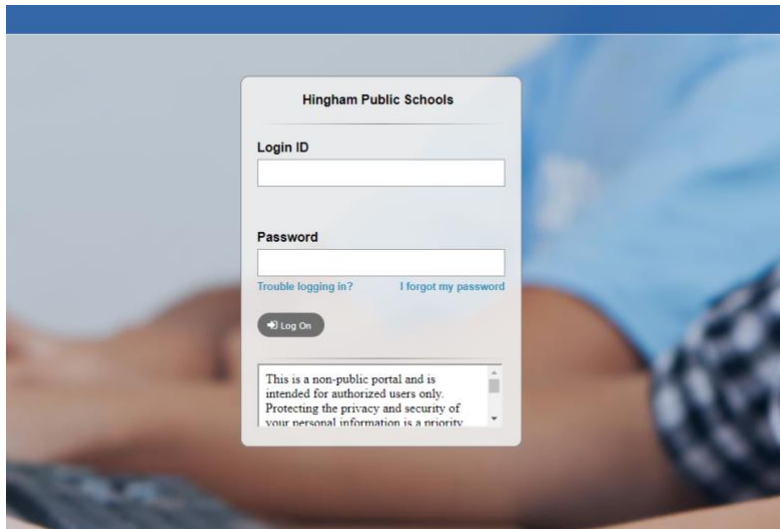
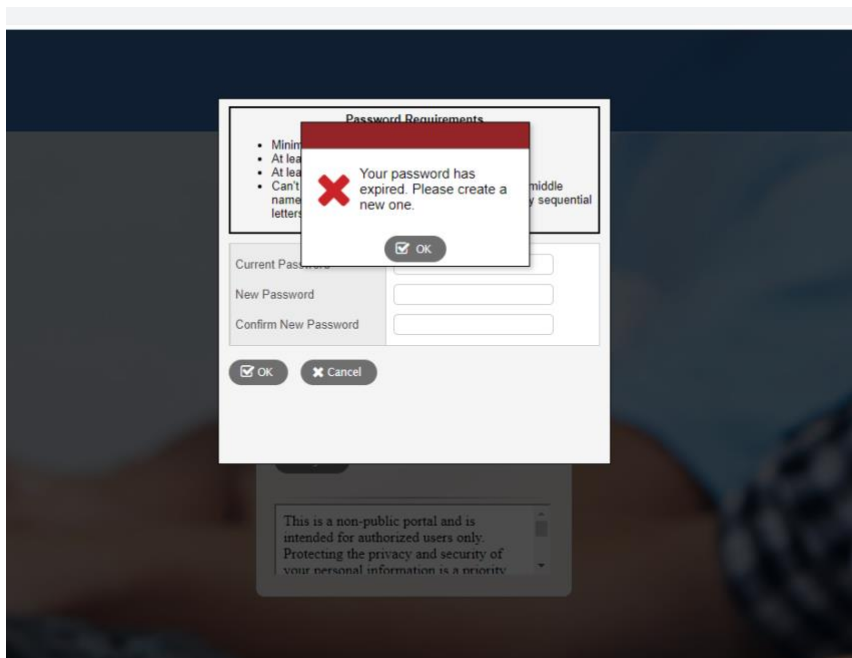


To access your Family portal account, please follow these steps:

1. Open the Aspen login screen using the site address provided in your email.



2. Enter your username and password, which can be copied and pasted from the email.



3. Once logged in, you will see a Password expiration message; click "ok".

4. Use the password provided in the email as your current password and then choose a new password.

5. After setting up a new password, you will be prompted to update your Security Preferences by selecting and answering security questions.

Security Preferences Update
To enable self serve password recovery, please provide the following information

| | |
|-------------------|--|
| Primary email | <input type="text" value="xyz@gmail.com"/> |
| Security question | <input type="text" value=""/> |
| Security answer | <input type="text" value=""/> |
| Confirm answer | <input type="text" value=""/> |

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

This is a non-public portal and is intended for authorized users only. Protecting the privacy and security of your personal information is a priority

6. Once you submit your answers to the security questions, you will be able to view your Family portal account details.