



## Using the Family and Student Portals

User Guide  
Version 5.2



<http://www.follettsoftware.com/school-administration-software>

## Student Schedule

### To view the student's schedule in the Family view:

1. Click the **Family** tab.
2. Click the **Schedule** side-tab. View the student's schedule for the current school year. For each class, you can see the following:
  - Course number and description (such as 100.1 Chemistry)
  - Term the student takes the class (such as S1, or Semester 1)
  - Schedule (which days and periods the student takes the class, such as A(1-6))
  - Teacher
  - Room
3. Click **>>Matrix** and **<<List** in the upper-left corner of the page to switch between the matrix view of the schedule and the list view of the schedule.

### To view the student's schedule in the Student view:

1. Click the **My Info** tab.
2. Click the **My Info** tab.
3. Click the **My Info** tab.

## Requests

### In the Family portal:

#### To view the student's course requests for the next year:

1. Click the **Family** tab.
2. Click the **Schedule** side-tab, then click **Requests**.

### In the Student portal:

View and enter your requests for next year's courses. Your school will determine the date range when you can select courses. During this date range, you can come here to enter and make changes at any time.

When you finish, click **Post** to notify your counselor that you are done.

#### To enter your requests:

1. Log on to the Student view.
2. Click the **My Info** tab.
3. Click the **Requests** side-tab. The Requests page appears:

- At the top of the page, in the **Instructions** box, read and follow the instructions for entering your requests. **Note:** If any of your courses are required or recommended by your teachers, they might automatically appear as requests when you first view the Requests page.

In the **Primary requests** box, select your requests for the different subject areas. For example, to select your request for a math course, click **Select** next to Math. The courses you can request appear:

Use the following tips when selecting a course to request:

- If your teacher recommended a course, a checkmark appears in the **Select** column. That course becomes a course request when you click **OK**.

## Using the Family and Student Portals

- The **Status** column displays information about the course, such as if the course is full, or if this is the course your current teacher recommended for you. Depending on the subject, you can either select any course, or are required to accept the courses recommended for you.
- If your teacher entered comments about a recommendation for you,  appears in the **Status** column. Click the icon to view the comments.
- If you are entering alternate requests, you can type a number in the **Priority** column to prioritize them; type 1 next to the alternate you want to try to be scheduled in first, type 2 in the next alternate you would want on your schedule, and so on:

Primary requests					
	Subject area	SchoolCourse > CrsNo	SchoolCourse > Description	Alternate?	Credit
Select...	English	094	ENGLISH III	N	5.0
		021	AMERICAN LIT	N	5.0
Select...	Math	202	ALGEBRA I LV 2	N	5.0
Select...	Science				
Select...	Social Studies	111	MOD WORLD HIST	N	5.0
Select...	Foreign Language				
Select...	Health/PE	967	PHYS ED 1	N	2.5
		982	HEALTH NS	N	1.0
Select...	General Elective	087	COMM SERVICE	N	5.0

Alternate requests					
	Subject area	SchoolCourse > CrsNo	SchoolCourse > Description	Alternate?	Credit
Select...	All subjects	066	COLL PREP ENG	Y	2.5

**Notes for counselor**

Mrs. Smith, can we talk about my English course selection ?

Last posted time: Approved time:

5. Select the checkbox in the **Select** column of the course(s) you want to request, and click **OK**. The requests now appear on your Requests page.

**Note:** To remove a request from your Requests page, click the **Select** checkbox again to deselect it.

6. In the **Notes for counselor** box, type any notes to your counselor regarding your requests. Your counselor can view these notes when reviewing your requests:

Pages My Info Academics Groups Calendar Locker

Options Reports Help

**Requests**

<< Exit entry mode

2013-2014 - Requests: 6 primary, 1 alternate - Scheduled: 7% - Credits: 5.0

**Instructions**

All students must select a minimum of five courses.

**Primary requests**

	Subject area	SchoolCourse > CrsNo	SchoolCourse > Description	Alternate?	Credit
Select...	Electives	093	Writing Seminar	N	0.5
Select...	English	356	Forensic Science	N	0.5
Select...	English	033	English 11	N	1.0
Select...	Foreign Language	433	Spanish 3	N	1.0
Select...	Math				
Select...	Science	323	Action Chemistry	N	1.0
Select...	Social Studies	113	American Studies 2	N	1.0

**Alternate requests**

	Subject area	SchoolCourse > CrsNo	SchoolCourse > Description	Alternate?	Credit
Select...	Special Education	959	Academic Support 11-12	Y	1.0

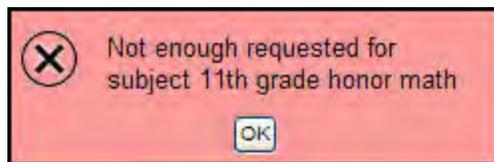
**Notes for counselor**

Mrs. Smith, I don't have the prerequisite so I can't request it, but Mrs. Hope recommended Honors Trig. What should I do?

Post Last posted time: Approved time:

Your requests are automatically saved after you enter them on the Requests page. Your counselor can view them anytime.

- After you complete entering your requests, click **Post** at the bottom of the page. This lets your counselor know that you are finished entering requests. If you have not selected enough courses to satisfy requirements for your academic track, the system lets you know which area you need to make more requests in:



**Note:** Once your counselor approves your requests, you can no longer make changes to your course selections.

## Subscribe to Email Notifications

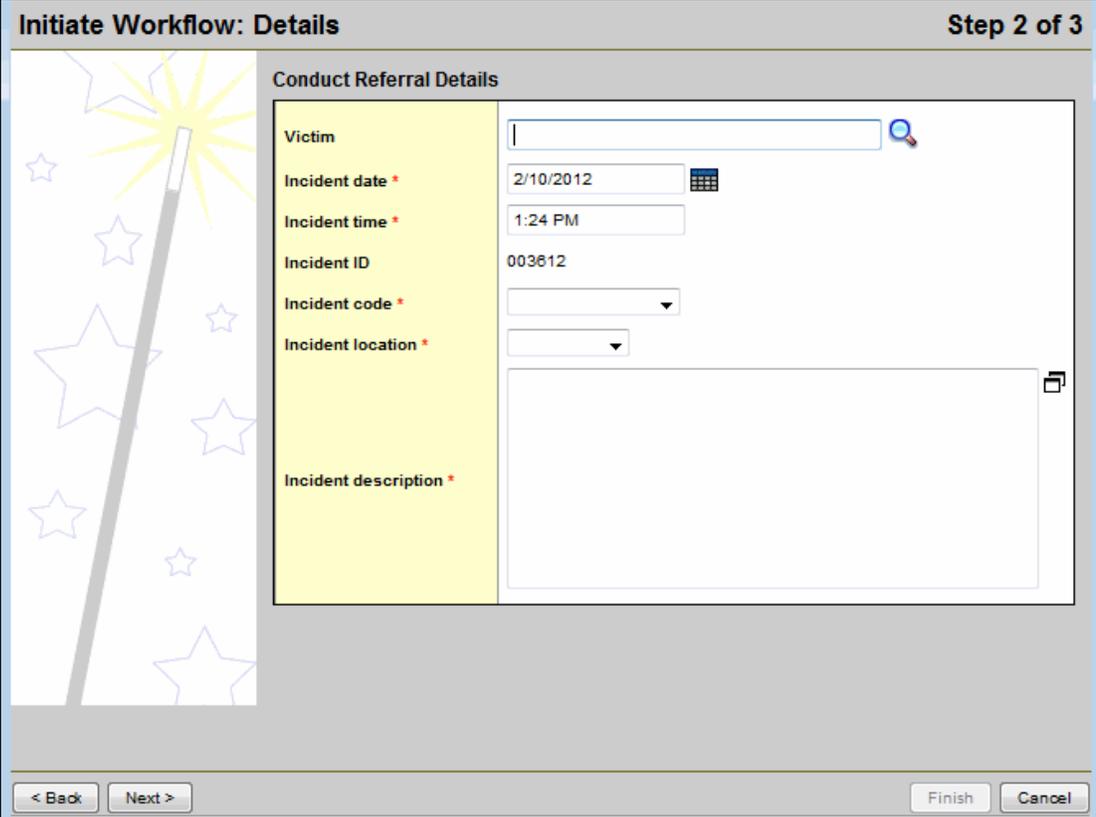
When your school uses email notifications, parents and students can subscribe to receive email messages when any of the following conditions occur:

- A new daily attendance record is created.
- A new conduct record is created.
- A new visit to the health office record is recorded.
- A grade below the threshold you define is recorded.

3. At the **Date** field, today's date automatically appears. Type or click  to select a different date.
4. If you would like to remain anonymous, select the **Report anonymously** checkbox.

**Note:** If you choose to report anonymously, a conduct manager will not be able to contact you for more information about the incident.

5. Click **Next**. The wizard displays Step 2:



**Initiate Workflow: Details** **Step 2 of 3**

**Conduct Referral Details**

Victim	<input type="text"/>
Incident date *	2/10/2012 
Incident time *	1:24 PM
Incident ID	003612
Incident code *	<input type="text"/>
Incident location *	<input type="text"/>
Incident description *	<input type="text"/>

6. Use the following table to enter information in the fields:

Field	Description
Offending student	Type the name of the student who was the aggressor of the incident.
Victim	Type the name of the student who was victimized by the offending student.
Incident date	Type or click  to select the date the incident occurred.
Incident time	Type the time the incident occurred.
Incident location	Click this drop-down to select the location the incident occurred.
Incident description	Type details about how the incident occurred.

7. Click **Next**. The wizard displays Step 3.
8. Confirm the information and click **Finish** to submit the workflow, or click **Back** to edit the information.

**Note:** If the conduct manager needs more information, and you did not report anonymously, the Portal Conduct Referral will re-open in your Tasks area. Click **Referral** next to the workflow to view questions entered by the conduct manager and provide additional information.

## Sending and Receiving Communications from Aspen

Use Aspen to [email teachers](#) when you have questions about a class or homework.

You can also receive automatic communications in two different ways:

- [Subscribe to email notifications](#) to be alerted when a grade goes below a defined threshold.
- [Receive notifications](#) sent manually by district administrators and teachers or automatically when a grade goes below a defined threshold once you have [downloaded and activated the Follett Notifications app on your mobile device](#).

**Note:** You can identify the types of notifications you receive by [configuring your settings](#) in the mobile app.

## Email Teachers

During the school year, you might need to contact a teacher or all of your teachers to get missing homework assignments when you are sick, or to schedule a conference.

In the Student and Family portals, you can easily send email directly to your or your student's teachers.

**To send an email to your or your student's teacher(s):**

1. Do one of the following:
  - Log on to the Family portal.
  - Log on to the Student portal.
2. Click the **Academics** tab.

**Note:** If you are a parent or guardian using the Family portal and you have multiple students, first you need to select the student whose teacher you want to contact.

3. On the **Options** menu, click **Send Email**. The Mass Email dialog box appears with the email addresses for all of the student's teachers in the **To** box:

From: joe.administrator@aspenschools.org

To: Herschman, Sadler X Stapleton, Erin X Bailey, Elizabeth X Breheny, Brendan X  
Carroll, Evan X Derolus, Valerie X Stevens, Jenna X Alley, Thomas X  
Noller, Marie X

Total Recipients: 9

Bcc:

Subject:

Attachment:  Browse...

Font  Size  Format  A A B I U x<sub>2</sub> x<sup>2</sup>

Send Cancel

**Note:** The **From** field displays your primary email address that you have on file with the school. To change this, click **Set Preferences**. Teachers' replies will be sent to this address.

4. To remove a teacher so that they do not receive this email, click the **X** next to the teacher's name. Aspen updates the number of total recipients.
5. If you want to blind copy another email address, or send a copy of this email to yourself, type the email address(es) in the **Bcc** field.
6. In the **Subject** field, type a subject for the email.
7. To attach a file to the email, click **Browse** to find the file on your computer.
8. In the **Text** box, type the text of the email. You can insert links and images, and use the other formatting tools.
9. Click **Send**. To confirm you want to send the message, click **Yes**.

## Subscribe to Email Notifications

When your school uses email notifications, parents and students can subscribe to receive email messages when any of the following conditions occur:

- A new daily attendance record is created.
- A new conduct record is created.
- A new visit to the health office record is recorded.
- A grade below the threshold you define is recorded.

Note that you can also get reminders, announcements, and alerts via text using the free [Follett Notifications app](#).

### To subscribe to email notifications:

1. Do one of the following:
  - In the Family portal: Click the **Family** tab.
  - In the Student portal: Click the **My Info** tab.
2. Click the **Notification** side-tab:

**Subscriptions for Email Notifications**

acurreri@yahoo.com

acurreri@blueyonder.com

Subscribe	Name	Description
<input checked="" type="checkbox"/>	Grades	<p>This subscription will notify you when any grades below a specified threshold are entered for this student. Grades are scaled as a percent from 0 to 100. If a student receives a class assignment or test grade that is below the specified threshold, a notification will be sent to your email address.</p> <p>In the space below, please enter a grade threshold to use for determining what grades to report. This should be a number from 0 to 100. For example, an entry of 75 would trigger a notification for any grade entered that scaled below 75%.</p> <p>Grade Threshold <input type="text" value="70"/></p>

3. At the top of the page, any email addresses associated with your account appear. Select the checkbox next to each email address you want to receive notifications.
4. After viewing the description of each email, select the **Subscribe** checkbox if you want to receive that email notification.

**Note:** For the **Grades** notification, define a **Grade Threshold** between 1 and 100. The system will send an email when the student receives a grade below that percentage.

For each subscription, the system sends the appropriate messages to the designated email account. To view/change this account, click **Set Preferences** on the settings bar at the top of the page, then the **Security** sub-tab.

**Note:** Your changes to this page are saved automatically. There is no **Save** button.

### Download and Activate the Follett Notifications App (Mobile)

Get important reminders, announcements, and alerts from teachers and school administrators by downloading the free Follett Notifications app to your Android or iOS (Apple) mobile device.

**Notes:**

## Using the Family and Student Portals

- Follett Notifications is currently available on Android 4.0+ and iOS 7.0+ devices.
- You will only receive notifications that were sent after you activated the app on your mobile device. Notifications sent prior to activation of the app will not appear.
- [Download and activate the Follett Notifications app on your Android device](#)
- [Download and activate the Follett Notifications app on your iOS \(Apple\) device](#)

### Download and activate the Follett Notifications app on your Android device:

1. Go to the Play Store on your mobile device.

2. Tap .

3. In the search bar, type **Follett Notifications**.

4. Tap **follett notifications** > **Follett Notifications** >  >  > .



5. Type your **Aspen URL**. Once it is entered correctly, the field will turn green.

**Note:** If the Aspen URL is not entered correctly, the field turns red. If you have trouble, open Chrome and go to your Aspen Log On page. Copy and paste the URL into the **Aspen URL** field on the Follett Notifications Log On screen. You might want to bookmark this page on your mobile device, as you will be asked to provide the Aspen URL every time you log on to Follett Notifications.

6. Type your **Login ID** and **Password**.
7. Tap **Log On**.

The Follett Notifications app is now activated on your Android device.

**Download and activate the Follett Notifications app on your iOS (Apple) device:**

1. Go to the App Store on your mobile device.

2. Tap  **Search**.

3. In the search bar, type **Follett Notifications**.

4. Tap **follett notifications** >  > .

5. You will be asked to enter your Apple ID and password. Enter the information, and tap **OK**.

6. Once the app has installed, tap . The Log On screen appears.

**Note:** When downloading Follett Notifications, ensure that you enable push notifications on your iOS device. Follett Notifications will prevent you from logging on until push notifications are enabled.



7. Type your **Aspen URL**. Once it is entered correctly, the field turns green.

**Note:** If the Aspen URL is not entered correctly, the field turns red. If you have trouble, open Safari and go to your Aspen Log On page. Copy and paste the URL into the **Aspen URL** field on the Follett Notifications Log On screen. You might want to bookmark this page on your mobile device, as you will be asked to provide the Aspen URL every time you log on to Follett Notifications.

8. Type your **Login ID** and **Password**.
9. Tap **Log On**.

The Follett Notifications app is now activated on your iOS device.

### Configure Your Follett Notifications Settings (Mobile)

Once you have [activated the Follett Notifications app](#), you can identify the types of notifications you receive. Each user type can receive different notifications based on their role in Aspen:

User Type	Description
<b>School administrators</b>	School administrators can identify the groups they will get notifications from at the district or school level.
<b>Teachers</b>	<p>Teachers can identify the groups they will get notifications from at the district, school, or class level.</p> <p>For example, teachers can set it so they do not receive notifications sent by the district office and do receive them from the school they work in.</p> <p>Also, teachers can set it so that they receive notifications when students are added to or dropped from classes.</p>
<b>Parents</b>	<p>Parents can identify the groups they will get notifications from at the district, school, and class level.</p> <p>For example, parents can set it so they do not receive notifications sent by the district office and do receive notifications from their child's teachers.</p> <p>Also, parents can set it so that they receive a notification whenever a grade for their child is posted to Aspen below a predetermined threshold.</p>
<b>Students</b>	<p>Students can identify the groups they will get notifications from at the district, school, and class level.</p> <p>For example, students can set it so they do not receive notifications sent by the district office and do receive notifications from teachers.</p> <p>Also, students can set it so that they receive a notification whenever a grade is posted to Aspen below a predetermined threshold.</p>

#### Configure Follett Notifications settings on your Android device:

- From your Android mobile device, log on to Follett Notifications.
- Tap  > **Settings**.
- Select and deselect the checkboxes to turn notifications on and off for groups you are assigned to:
  - : You will receive notifications from this group.
  - : You will not receive notifications from this group.
- Tap  **Settings** once you have configured your settings.

### Configure Follett Notifications settings on your iOS (Apple) device:

1. From your iOS mobile device, log on to Follett Notifications.
2. Tap  > .
3. Tap the toggles to turn notifications on and off for groups you are assigned to:
  - : You will receive notifications from this group.
  - : You will not receive notifications from this group.
4. Tap  once you have configured your settings.

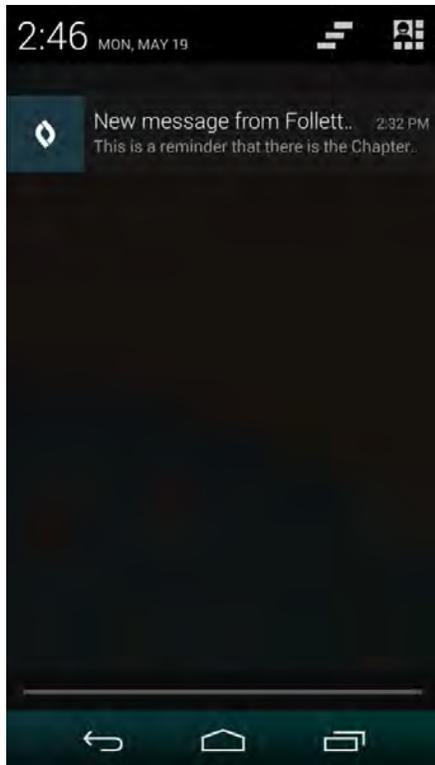
### Review Follett Notifications Received on Your Mobile Device (Mobile)

Once you [activate the Follett Notifications app](#), you will begin receiving announcements and alerts on your mobile device. You will only see notifications sent to user groups you are part of and have enabled notifications for.

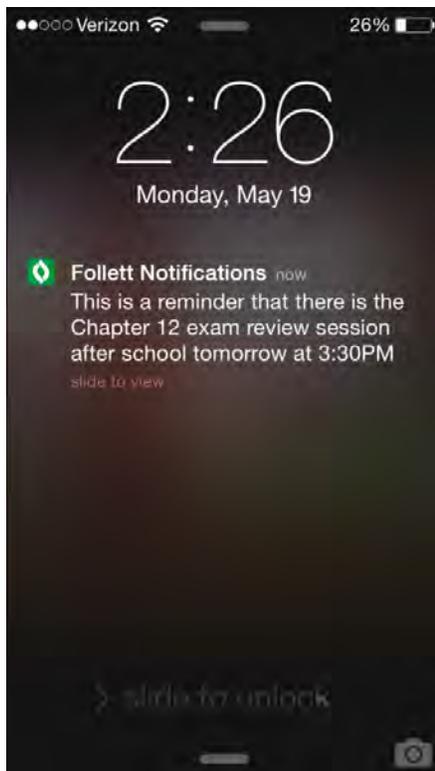
#### Notes:

- You must be logged on to the Follett Notifications app to receive push notifications.
- You can only receive Follett Notifications on your mobile device; they cannot be received on your desktop.

This is how a notification looks on an Android device:



This is how a notification looks on an iOS (Apple) device:



## Using the Family and Student Portals

The Follett Notifications app stores all of the notifications you have received from the groups you belong to.

Once you log on to the app, a list of the previous notifications you received appears, along with an icon indicating the notification type:

Icon	Description
	Alarm notifications remind you about meetings or events. For example, you might receive an alarm notification about the upcoming in-service day.
	Announcement notifications provide exciting news or events. For example, you might receive an announcement notification about the hiring of a new superintendent.
	Information notifications give details about an event. For example, you might receive an information notification that report cards are now available on the Home page of the Family portal.
	Warning notifications alert you to important events in the district. For example, you might receive a warning notification if one of the schools in the district goes into lock-down.

Unread notifications appear in black font. Read notifications appear in gray font.

Tap a notification to see the full message, the user group that it was sent to, and the date and time it was sent.

When reading a notification:

- **For Android users:** Tap  to delete the notification and  to return to the list of notifications.
- **For iOS (Apple) users:** Tap  to delete the notification and  to return to the list of notifications.

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