

## What is the Aspen Family/Student Portal?

For each student, Aspen stores thousands of pieces of data, to which only teachers and school administrators have access.

The Family portal allows parents and guardians to see information about their children. The Student Portal is where students see information about themselves and participate in classroom interaction.

You can use your computer, smartphone, or mobile device (tablet) to access the following:

- **Family contact and emergency information:** This can only be viewed, *not edited*. Notify your child's school to correct any errors.
- **Academic information:** Get real-time access to your child's assignments and grades.
- **Email Notifications:** Sign up (on the Notifications side tab under the Family top tab) to receive email notifications when your child receives a grade below a threshold that you define.
- **Calendar events:** Color-code events to see at a glance what each family member is doing.
- **Teacher Pages:** Pages with announcements, files and other important pieces of information created by teachers.

# USING THE KCS FAMILY/STUDENT PORTAL



## How do I access the portal?

You can log on to Aspen's Family portal from virtually anywhere - all you need is an Internet connection.

This means you can be connected at home, work, or wherever you happen to be. You can even access the portal from your smartphone or other mobile device.

As a parent/guardian, you only need one login to securely access the information for all of your children.

1. Open your browser to connect to the Internet.
2. Go to <http://knoxschools.org/kcs> . Click on **Popular Links** at the top of the page. Choose **Parent Portal**.
3. Enter your Login ID and Password.
4. The first time you log on, you will be prompted to set a security question and change your password. Your Home page will then appear.



## What if I have trouble logging on?

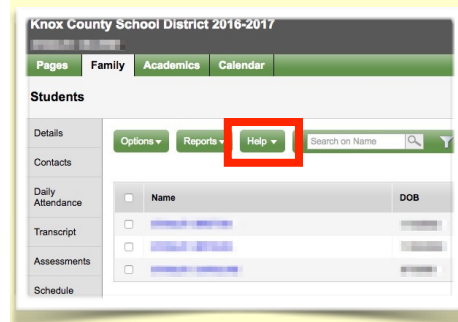
If you need help logging on to the Aspen Family or Student portal, or with your login ID or password, contact your school.

If the school cannot resolve your problem, please feel free to call or email the **KCS Help Desk**.

[helpdesk@knoxschools.org](mailto:helpdesk@knoxschools.org)

(865) 594-1830

## What if I need more help?

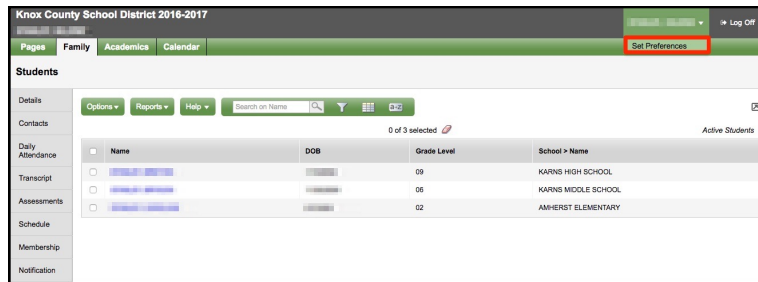


Aspen is easy to navigate. The data is secure and can't be edited, so feel free to explore. If you have a question about how to do something, click the Help menu:

- Online Help: Click to open online Help for an overview about using the Family and Student portals.
- User Guides: Click to open, download, and print a PDF version of Family and Student Portals – User Guide.
- Quick Reference Cards: Click to open and download one-page tip sheets.
- Videos & Training Tools: Click for access to the Students and Families Training Toolkit, which contains videos and quick reference cards.

## How do I change my email address or password?

From any page in the portal, click on your name, then **Set Preferences** in the upper-right corner of the screen:



Click the Security tab. Here you can set several of your user preferences, including the following:

- Email address
- Password
- Security Question and answer

\*Any physical address change must be made in person at your school office with required documentation.

