Aspen STUDENT INFORMATION SYSTEM | Parent Portal FAQs

Q: How can I create a Parent Portal account?

A: Please contact your school to provide your up-to-date email address and request a Parent Portal account in Aspen. Once parent contact information has been verified by the student's school, parents will receive a signup email from Aspen. If you don't receive the signup email, we recommend to check your Spam folder. If you are unable to locate the email, please contact your school for assistance.

Q: I've received emails from my school in the past, why don't you have my email on file for Aspen?

A: While your school may have your email address on file, it may not have been added to the previous student information system, IMPACT SIM. Only email addresses in SIM were moved to Aspen.

Q: I had a Parent Portal account before the change to Aspen, why don't I have one now?

A: Security features, such as login credentials, prevent us from being able to transfer accounts from one system to another.

Q: I received an email to create a Parent Portal account in Aspen, are there additional resources that can help me with the setup process?

A: Here is a short video that walks you through the setup process.

Q: I have multiple children in CPS, but I do not have Parent Portal access for all of them. How can I fix this?

A: Please contact your school if you are experiencing this issue. There are a few reasons why this might be happening, which we have listed below for your reference. Your school will be able to determine which of these reasons is causing the issue and resolve it for you.

1) We do not have you listed as a contact in Aspen for your children.
2) The former system contained multiple accounts for you, possibly with conflicting information (e.g., different names, home addresses, email addresses, phone numbers). In Aspen, your contact information should be verified and merged into a single account in order for all of your children to appear in your Parent Portal account. This allows for more efficient security and management. Your school can help ensure that the correct contact record is attached to your children.

To access the Parent Portal, please visit cps.edu/parentportal.