

**Ludlow Public Schools
63 Chestnut Street
Ludlow, MA 01056
413-583-5663**

Parent/Guardian Acceptable Use Policy/Login Application

To assist parents/guardians in monitoring their children's progress, enhance communication with parents and further promote educational excellence, the Ludlow Public School District is pleased to provide access to student records through the Aspen (X2) Family Portal. With the Aspen (X2) Family Portal, parents/guardians have access to student attendance, discipline records, and grades.

Parents/guardians can login anytime from anywhere they have a secure Internet connection and see current information about their children. Most importantly, the Aspen (X2) Family Portal makes parents/guardians partners in their children's education.

The district's goal in providing this service is to promote educational excellence by facilitating resource sharing, innovation, and communication. While the Family Portal allows you access to your children's information in Aspen, if you have any specific questions regarding your child please contact the school directly via email or telephone. This information can be found on each schools website.

Listed below are the provisions of this contract. If any user violates these provisions, access to the information service may be denied.

1. **Privileges.** The online access to the information is a privilege, not a right, and inappropriate use will result in a cancellation of access to the Aspen (X2) Family Portal. Parents and Guardians will be expected to act in a responsible, ethical, and legal manner. The administration, staff or faculty of Ludlow Public School District may request that the system administrator deny, revoke, or suspend a specific user account for any use deemed inappropriate.
2. **Services.** Ludlow Public School District makes no warranties of any kind, whether expressed or implied, for the service it is providing. The Ludlow Public School District will not be responsible for any damages suffered while on the system. These potential damages include loss of data as a result of delays, non-deliveries, and unauthorized third party access to your account, misdeliveries or service interruptions caused by the system or your errors or omissions. Use of any information obtained via the information system is at your own risk. Ludlow Public School District specifically disclaims any responsibility for the accuracy of information obtained through its services.
3. **Security.** Parents will not share their password or PIN number with anyone. Security on any computer system is a high priority because there are so many users. If you identify a security problem, notify the system administrator at once by email message to lpportal@ludlowps.org. Never demonstrate the problem to other users. Never use another individual's account.

Security features of the Parent Portal:

- Three unsuccessful log-in attempts will disable the Parent Portal account. In order to use the Web Portal again, parents will need to contact the Information Systems department lpportal@ludlowps.org to have the account reactivated from your registered email account.
- You will be automatically logged off if you are **INACTIVE** for more than 15 minutes.
- All attempts at logging into the system are recorded and monitored, and a full audit trail is tracked on sensitive data.
- If you encounter any problems (other than those stated above) with access to your account, please contact your child's guidance counselor.

**Please note: Ludlow Public School District cannot provide any technical support other than help with login issues.

SECURITY

1. You will respect the rights and property of others and will not improperly access, misappropriate or misuse the files, data, or information of others. Anyone found to be violating laws will be subject to Civil and/or Criminal Prosecution.
2. You may not share your account information with unauthorized third parties, or leave the account open or unattended. You will not set your account to auto login.
3. You will keep all accounts and passwords confidential and not accessible to unauthorized third parties, including your student(s). You will not allow your computer to remember passwords when using the Aspen (X2) Family Portal.
4. You are responsible for making back-up copies of the documents critical to you.
5. Any user identified as a security risk or having a history of misuse of other computer systems may be denied access to the Aspen (X2) Family Portal.
6. You must take precautions to prevent viruses and/or unauthorized access on your own equipment.
7. The downloading of copyrighted material is prohibited.
8. Your Aspen (X2) Family Portal is active as long as you have a child attending any Ludlow Public School.
9. You are obligated to inform Ludlow Public Schools of any changes in your custodial rights for any children you have who attend the Ludlow Public Schools.

The Ludlow Public School District requires that you agree to this contract before the district can provide you with an access account. Please read this contract carefully. When you agree to this contract's content, it becomes a legally binding contract.