

Frequently Asked Questions

Interruptions to Assignment Submission

It can be very frustrating when technical issues occur, but it happens to even the most tech-savvy individuals. If you encounter any technical difficulties that will impact your ability to complete your coursework on time, please email your instructor so they are aware of your circumstances.

Why are websites not loading?

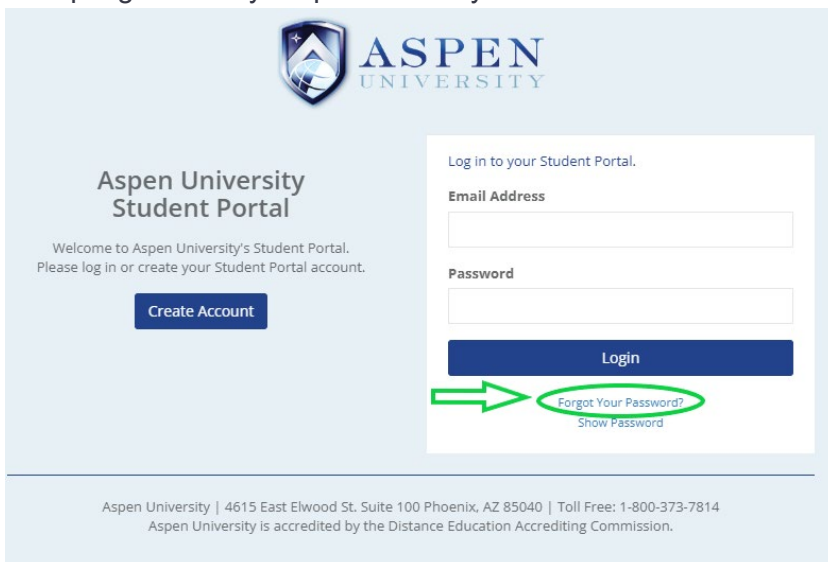
- Check your internet connection
- Use a Chrome web browser
 - While Aspen University programs support multiple browsers optimal results will be obtained using a Chrome web browser.
- Clear your web browser cache and cookies
 - If you are experiencing issues with opening web pages, saved passwords, or missing content then removing saved website information can help.
 - [Chrome](#)
 - [Safari](#)
 - [Firefox](#)
 - [Explorer](#)

I forgot my password, what do I do?

Student Portal

Verify that the correct web address appears in your web browser: my.aspen.edu

Your password can be reset by clicking the “Forgot Your Password” link. An email will be sent to your email address on file with the University. Follow the instructions in the email to reset your password. Note: repeated login attempts may result in a temporary lock on your account, please allow 20 minutes to pass before attempting to reset your password if you have been locked out.



Aspen University
UNIVERSITY

Aspen University Student Portal

Welcome to Aspen University's Student Portal.
Please log in or create your Student Portal account.

Create Account

Log in to your Student Portal.

Email Address

Password

Login

Forgot Your Password?
Show Password

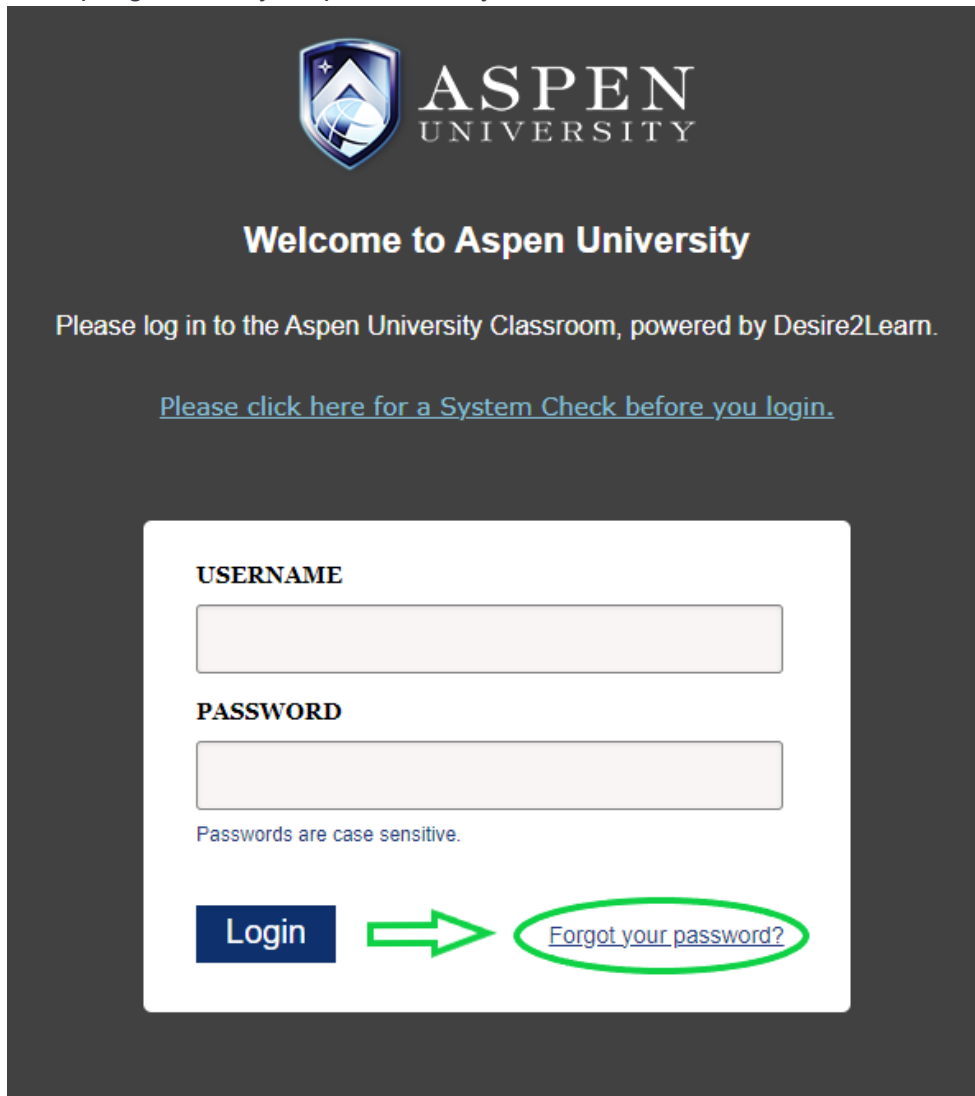
Aspen University | 4615 East Elwood St. Suite 100 Phoenix, AZ 85040 | Toll Free: 1-800-373-7814
Aspen University is accredited by the Distance Education Accrediting Commission.

If you are unable to access the Student Portal after resetting your password please contact your Academic Advisor or call 1-800-373-7814, option 1, then option 2.

Classroom

Verify that the correct web address appears in your web browser: classroom.aspen.edu

Your password can be reset by clicking the “Forgot your password?” link. An email will be sent to your email address on file in the Classroom. Follow the instructions in the email to reset your password. Note: repeated login attempts may result in a temporary lock on your account; please allow 20 minutes to pass before attempting to reset your password if you have been locked out.



ASPEN UNIVERSITY

Welcome to Aspen University

Please log in to the Aspen University Classroom, powered by Desire2Learn.

[Please click here for a System Check before you login.](#)

USERNAME

PASSWORD

Passwords are case sensitive.

Login → [Forgot your password?](#)

Who do I contact for Project Concert Login and Technical Support?

For support with initial Project Concert log in please review the documentation in your program lounge in the Classroom. For login and technical support, email the Project Concert Help Team at Email: projectconcerthelp@aspen.edu. To expedite your request please provide your Learner’s ID and screenshots of the error or webpage as applicable.

My instructor could not view my assignment submission, what do I do?

Check your file type. Aspen University only accepts file formats that relate to Microsoft Office Suite products (Word, PowerPoint, and Excel). PDFs are not allowed for essays, slideshows, or spreadsheet assignments. Assignment submissions will not be accepted if they are PDFs or any other uncommon/unfamiliar file extension types that are not associated with Microsoft Office. The only exceptions to using other formats are PDFs when submitting a form (e.g., signature page) and screenshots as required by the assignment.

Why is my Turnitin score not showing?

Turnitin only accepts certain file types and sizes. To submit successfully, Turnitin requires files to be less than 100MB. If you have a lengthy presentation, consider submitting the text or PowerPoint separately to receive a Turnitin score.

Turnitin accepts the following file types. Check to be sure your file type is listed below and that you do not have any special characters in your file name.

- Microsoft Word® (.doc/.docx)
- Adobe® PDF (.pdf)
- Microsoft PowerPoint® (.pptx, .ppt, .ppsx, and .pps)
- Microsoft Excel® (.xls/.xlsx)

Do not use the following symbols in file names:

- < (less than)
- > (greater than)
- :
- " (double quote)
- / (forward slash)
- \ (backslash)
- | (vertical bar or pipe)
- ? (question mark)
- * (asterisk)

I have checked my file size and type, but I am still getting a Turnitin error, what do I do?

If you are receiving a Turnitin error and you have checked your file type and size, please let your instructor know and then resubmit your assignment. If you still do not see a score please reach out to your Academic Advisor; an advisor will respond to you during business hours.

Who do I contact for issues with third-party products?

Aspen University does not provide technical support for third-party applications, hardware, or software. If you need technical support from a third party please reach out directly to their support services. Some common resources are below.

VitalSource Textbook Support

- Email: support@vitalsource.com
- Website: support.vitalsource.com
- Phone: 1-855-200-4146

Microsoft Office General Support

- Website: support.microsoft.com

PowerPoint Support

- General Support Website: support.microsoft.com/en-us/powerpoint
 - [Embedding Media](#)
 - [Recording Audio](#)

Shadow Health

- Website: <https://service.elsevier.com/app/home/supporthub/shadow-health/>
- Phone: 800-222-9570

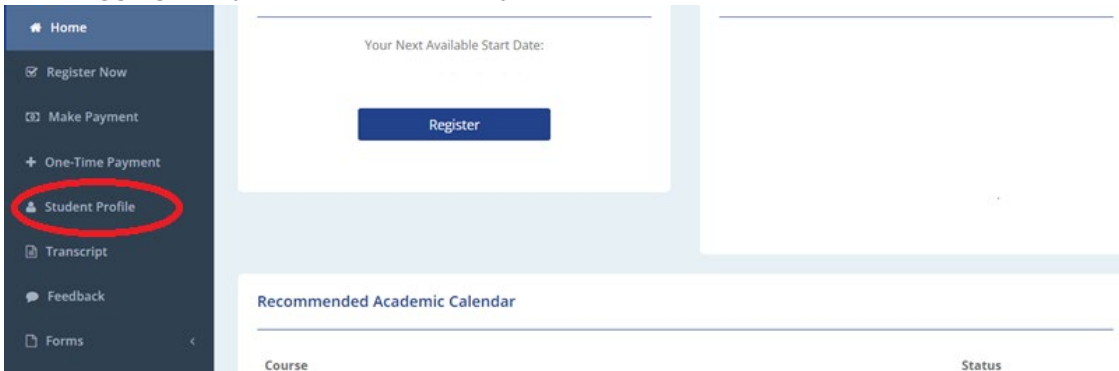
Screenpal (formerly Screencast-o-matic)

- Website: screenpal.com/help-center

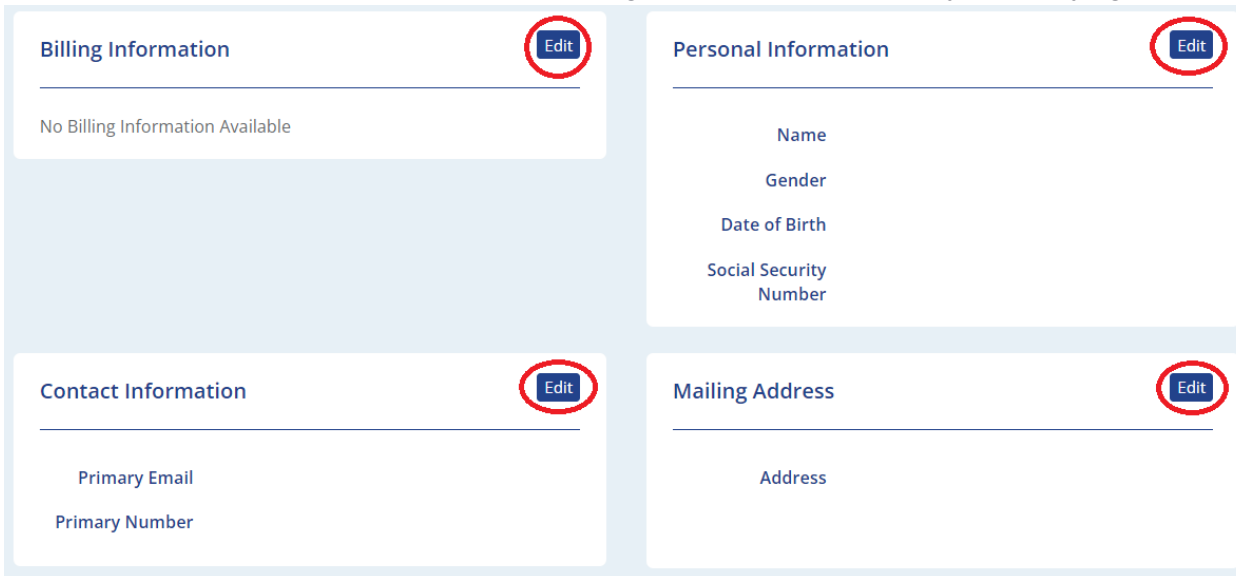
How do I update my personal information?

You can update your address, email, phone number, date of birth, and social security number in your Student Portal.

After logging into your Student Portal, you will need to click on “Student Profile” on the left.



You will then need to click on “Edit” on the top right corner of the section you are trying to update.



After adding the updated information, you will need to click on “Save” to save the information.

Does Aspen University provide a student email address?

We do not provide a student email address. You will need to utilize the email address that you provided when applying for your program.