

## **Frequently Asked Questions About the Aeries Parent Portal**

### **I have more than one student in the District. Do I have to create multiple accounts?**

Parents only need to have one account for their family. All children are linked to the same parent portal account if the primary email for each student is the same. Please use the same primary email for each sibling. You can make sure all of your children are in the same account by using the drop-down tab labeled "Change Student".

### **Do parents need to create an account every year?**

No. This is a onetime process. **However**, you will be required to annually update your parent portal for **every** child in your family in the school district for confirmation of your returning student's enrollment.

### ***What if I see incorrect information on my student's account?***

The parent portal is open until the last day of the school year. Changes can be made to Contacts in the drop-down tab labeled "Student Info". Phone and address changes need to be updated in person at the District Office.

### ***How do I change my email or password to log-in?***

Please contact your school office to update your primary email address in Aeries. Passwords can be updated by clicking "Forgot Password".

### ***Why do I need to complete the Annual Enrollment Confirmation to be notified of my student's teacher or schedule?***

Parental authorizations and demographic information are required for mandated reporting to the State of California.

Be sure to complete all seven steps of Data Confirmation for each student in your family in the Aeries Parent Portal. In order to receive your student(s) teacher and/or schedule before the start of the new school year, all seven steps need to be submitted and confirmed.