

## Aeries Online Registration – Troubleshooting and Frequently Asked Questions

Use a laptop or desktop computer only (no phones or tablets).

Browser must be Google Chrome

If you are following these requirements and still cannot see the “Click Here” prompt for your student, do the following:

- Clear your cache

- Close your browser and shut down your computer

- Restart your computer and open Google Chrome and following the steps for Aeries Portal access

**To clarify “It is also important to note, that parents must have an email that is associated with their parent portal account in their contact record and have the Portal Allowed flag set to yes.”** Parent’s can create a portal account without this statement being true but it may keep them from being able to add their student(s) to their account.

**Does this mean that if the parents do not have this set up they will not see the “Click Here” to confirm information?** Possibly. There was an issue yesterday that IT resolved around 5:00 PM. This issue caused parent accounts with student’s linked properly to not be able to complete the registration process or see the “Click Here” to confirm information link.

The “Click Here” should now be visible to all parents with accounts that have students properly linked.

If the problem persists, make sure that the parent’s portal account and the email in the contacts area match and the portal flag is set to allow/yes. They will then be able to add the student to their account. Once their student(s) have been linked to their account, it should be possible to see the data confirmation link, however some may still need to clear their cache. Clearing the cache should be the last thing to do in that process.