Aeries – Managing Parent Portal

RESENDING VERIFICATION EMAIL

If a parent started the account creation process, but did not finish it, or no longer has the verification email, they may need another email verification email sent to them. In this case the account they started would be defined as Pending.

1. First confirm the parent has searched their spam or junk mail folders that may contain the verification email

2. **Login into Aeries** and filter the **Pages** menu for "**manage**"

3. In the paegs menu select **Manage Parent/Student Accounts**

4. Search for the account using the **Email Address Search** field, entering the **email** that is **associated** with the **account**
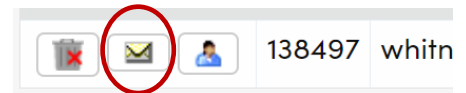
    OR

    Enter the student **ID** in the **Student ID** field

5. **Click** on the **Search** button [Search]

    The account associated with the email will display as pending.

6. **Click** on the **Envelop** button, and **OK** to resend the verification email

    An account/email verification email will be sent to the parent. The parent can now login to the associated email address and click the Confirm this Email Link. They will then be able to finish the account creation.

DELETING AN ACCOUNT OR DELETING A STUDENT IN THE ACCOUNT

If a parent is not able to access the account for any reason, the account can be deleted so the parent can recreate it.

1. **Login into Aeries** and filter the **Pages** menu for "**manage**"

2. In the paegs menu select **Manage Parent/Student Accounts**

3. Search for the account using the **Email Address Search** field, entering the **email** that is **associated** with the **account**

    OR

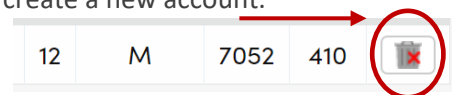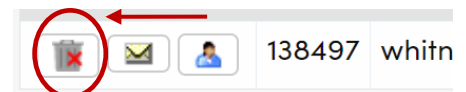   Enter the student **ID** in the **Student ID** field

4. **Click** on the **Search** button [Search]

    The account associated with the email will display.

5. To delete the **account, click** the **red X** button on the **left side** of the record

    The parent can now go to https://sbcusd.asp.aieres.net/student and create a new account.

    OR

    Click on the **red X** button to the **right side** of the record to remove the student from the account

> **NOTE** - *If you are unable to access these functions in Aeries, please an email to securityspecialist@sbcusd.k12.ca.us with approval from your administrator.*