

AERIES PORTAL FAQ

I already have a parent portal account but I received a new account registration link, what should I do next?

If you already have an Aeries Parent Portal Account and you receive a new account registration link, you do not need to create a new account. You can enter your account by using the same email and password you already have.

Do I need an email address to create a Parent Portal Account?

Yes, parents need a valid email address to create a portal account. If you do not have one, several companies offer free web-based email. Our suggestion is Google (Gmail). After obtaining an email address, update your school site with your new email so they can help you set up your Aeries Parent Portal Account.

Do parents need to create an account every year?

No. This is a one-time process.

What if I can't remember the email address I used to create my account last year?

Contact your school site to verify the email account that is listed as your contact email. You will be asked to verify your identity before the information is given to you.

What if I can't remember my password?

If you have forgotten your password or it is not working, please use the Forgot Password link and follow the prompts to reset your password. NOTE: Only Parent Accounts can complete the Student Information Update required for school.

I have more than one child that attends different schools in the District, do I have to create multiple accounts?

Parents only need to have one account for their family. All children can be linked to the same parent account.

What if I see incorrect information on my student's account (i.e., a phone number or address)?

Contact your child's school. You are able to edit and update information during the registration window but changes must be done through the school site office to change any student profile information after the window closes.

Where can I access my Parent Portal Account?

Parents can access the Aeries Parent Portal from any computer or device with internet access through our website azusa.org or through the Aeries Portal application.

If I move, can I update my address through the parent portal?

Address changes must be done through the school site office with the proper paperwork. Parents can view current address information through the parent web portal.

During my new account registration, I did not receive a verification email confirming my email address and password. What should I do next?

Check your spam folder or wait a few minutes before checking your email account once again. If you do not receive an email at all, please contact your school site for assistance.

Who do I contact for technical help?

Contact your student's school site.
