

AERIES Parent Portal Troubleshooting

Help documents for “Creating a Portal Account” and “Beginning the Re-Registration Process” are also provided on the login page. Help for the 7 steps in the Re-Registration process are provided at each step in the Portal

CREATING YOUR ACCOUNT:

1. You MUST use a valid email address for your AERIES account
 - a. If you get a message that it is not a valid email address and you used an existing email address, make sure you typed in the correct email address
 - b. If you do not have an email address, you can create one in many locations. One website to create an email address is www.gmail.com. Click on “Create an Account” in the upper right corner

2. You are not getting the email from OVSD confirming your email address in order to create your account
 - a. Make sure to check your SPAM/Junk mail folder. Our emails get sent there quite often. Look for an email from account@ovsd.org. You cannot reply to this email.

Once you click on “CONFIRM THIS EMAIL ADDRESS” in your email and a message is sent that your account is created, your AERIES portal account is created. You do NOT need to type in an email code to continue. GO BACK TO THE LOGIN PAGE AND LOG IN!! 😊

LINKING YOUR ACCOUNT TO YOUR CHILD:

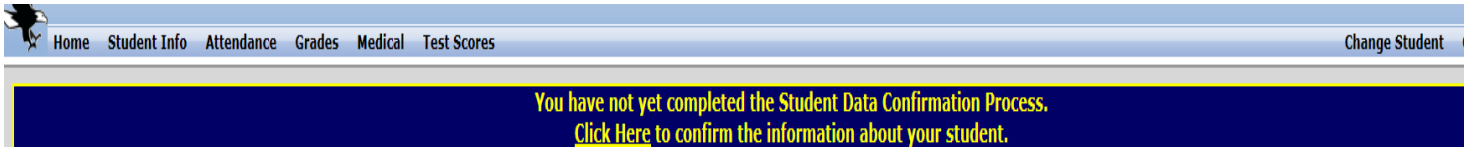
1. You do not know the Permanent ID and Verification Code for your child:
 - a. Middle School students – letters were mailed at the beginning of August with your login information along with Pre-Sale information for your school
 - b. Elementary School students – letters were sent home in your child’s report card in June
 - c. NEW OVSD students – letters are being mailed home with login information and should arrive the week of August 24

2. When you type in your codes, you are getting an error that these codes are invalid
 - a. Make sure the “Student Home Telephone Number” is the phone number which you have provided the school with as your “primary” number. This is the number you would have been receiving attendance messages as well as school and district outreach messages
 - b. Make sure you are using the Verification Code from the letter provided by your school/district and NOT the EMAIL code from the email that was sent verifying your account

3. You already had an account from last year, but aren’t sure where to link your additional child
 - a. On the upper right, hold your mouse over the option “Change Student”
 - b. Drag down to the words “Add New Student to Your Account”

TROUBLE FINDING WHERE THE DATA CONFIRMATION PROCESS IS (especially right after linking a student):

1. If you have not yet finished the process
 - a. Click on "Home" in the upper right corner. You should see the following message at the top of your screen



- b. Click on "Click Here" to begin the process!
 - c. If you get a message that says "system error," try logging out and back in again
 - d. If you still do not get the above message, you may have set up your account as a "Student" account and will need to call the district office for assistance
2. You finished the process, but you need to go back and make changes. (the above message will no longer appear in the middle of your screen if you have completed the 7 step process)
 - a. Hold your mouse over "Student Info" on the upper left and drag down to "Data Confirmation"
 - b. You will see the steps you have already completed. You can still click on any one of them to make changes
 - c. When you are done making changes, make sure to REPRINT your emergency card!!

The ONLY place you can make changes to your student's information is in the DATA CONFIRMATION area!