

Aeries Parent Portal Frequently Asked Questions

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 per email.

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

Contact your school site to verify the email listed as you contact email. You will be asked to verify your identity before 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 parent account using the same parent email.

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, tablet or phone 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 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.

Whom do I contact for technical help?

Contact your student's school site.

Online Registration

Online Registration will allow for AUSD parents/guardians to update their student's information using the Data Confirmation option through the Aeries Parent Portal, rather than having to complete and return the traditional student information paperwork.

Data Confirmation will be open from August 5 through August 30. Parents can log into their Aeries Parent Portal to complete their student's current school year registration by using the Data Confirmation tab under the Student Info link.

Parents will be able to update as necessary the student information on each of the following 7 screens:

1. **Residence Survey** – A simple survey used to connect AUSD families with appropriate services for their living situation
2. **Demographics**- Review your student's demographic information and make changes if necessary. Any changes to your residential address will be reviewed by site staff, and you may be contacted to provide proof of residency
3. **Contacts**- Review the list of emergency contacts and make any needed changes. Please add your student's physician information if available. Also, please note any contact given assess portal access will be emailed a link to create a parent portal account linking your student information to their account.
4. **Medical Information**- Please note any new or updated medical conditions relevant to your student. This information will be forwarded to the school nurse for review and possible follow up. You will have to complete a medical form to verify any information.
5. **Authorizations & Prohibitions**- This section contains a series of questions that must be reviewed and answered annually. Please take a moment to review and answer each question.
6. **Documents**- A list of downloadable documents that the district or school makes available parents and students. Some documents like the Parent / Student handbook are required to be downloaded before you can complete the reenrollment process.
7. **Final Data Confirmation**- Review all information submitted. To confirm you have completed the required steps, please click the PRINT NEW EMERGENCY CARD button on the Final Data Confirmation page.

If you have forgotten your password or the password you are using is not working, please use the **Forgot Password** link and follow the prompts to reset your password.