

Parent Portal:

- 1. Why haven't I received a verification code?**
 - Check your email's spam folder.
 - If you still cannot find the email, click on "Forgot Password" on the Aeries Portal login screen.
- 2. Why am I receiving an error message stating "Email is Inactive"?**
 - Please call the registrar (805) 688-6487 x 3208
- 3. My email was recently added – why can't I log in?**
 - Accounts may take a couple of hours to activate after your email is updated in Aeries. Please check back in a couple of hours and try again.
- 4. How do I see my second student in the portal?**
 - On the top right hand corner of the portal, click on the "Change Student" tab. Additional students will be on the drop down menu.
- 5. Why can I only see one student in my portal?**
 - The second student probably does not have a correct parent email address in Aeries.
 - Please call the registrar (805) 688-6487 x 3208
- 6. How do I go back to update or change information after I've completed registration?**
 - In the portal, click on **Student Info**, then click on **Data Confirmation**.
- 7. Why does the email show a Locked message in red?**
 - The email address cannot be changed because it is associated with a parent login (username). Please contact school to update the email.
- 8. Why did I only receive a verification code for one of my students?**
 - Aeries has a concept of a "primary student", and that's the student that appears on the email notification. You will still have access to all students that are linked to your email address. (Refer back to #5 if after logging in you only see one of your students).
- 9. What if information in my student's Profile is incorrect?**
 - You should notify your school, and the school will update the information in Aeries.