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 portal 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.