

****ALWAYS CONFIRM WHO THE CALLER IS BEFORE GIVING ANY REGISTRATION DATA TO THE CALLER****

Our district parent portal website is : <https://parents.wvusd.k12.ca.us/abi>

1. What information do I need to register and see my child's information?

- A login account to our parent portal
- Student permanent ID number
- Home telephone number(as stored in Aeries)
- Verification code (VPC in Aeries)

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Step 1
Student Verification

Please Enter The Following Information About Your Student

Student Permanent ID Number:

Student Home Telephone Number:

Verification Code: [Help](#)

2. How can I link/register more than one child?

- You must have the registration code for the new student
- Login to your account. There's a dropdown in the upper right and select "Add Additional Student Not Currently Listed" and follow the instructions.

Current Student:

- Abad, Jared C - Grd 6 - 11-17-09 Chaparral MS
- Ai, Nancy - Grd 7 - 11-17-09 Chaparral MS
- Add Additional Student Not Currently Listed

3. What do I need to create an account

- A valid email address

4. I forgot my password

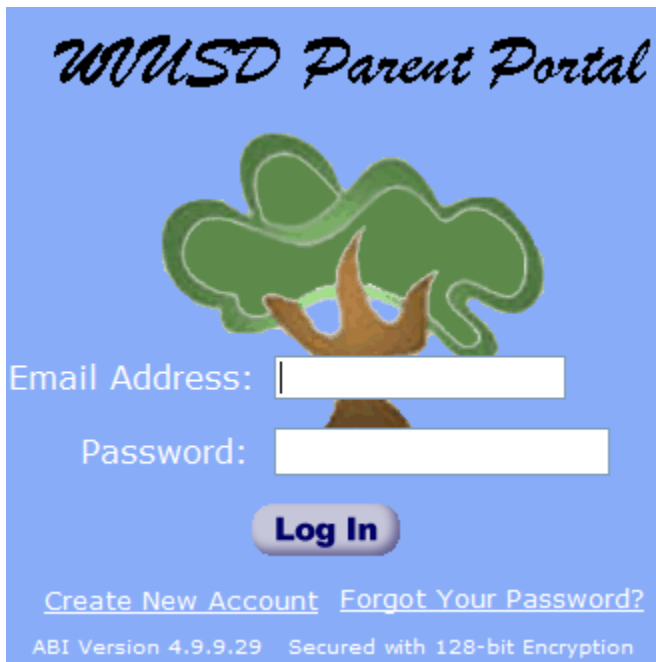
- Browse to our parent portal site and click on the "Forgot your Password" link. Enter your email address and the system will email you your password.

5. I forgot my username and password

- Have your account linked to your child?
 - NO, then create a new account and password
 - YES, what is your child name or PermID#? Run a query "LIST PWA IF PWA.ID = *student permanent ID#* ", Then provide the email address to the parent. Ask the parent to browse to our parent portal webpage and click on "Forgot Your Password"

6. My child information is wrong, how can I change them?

- Parents and students don't have access to change any data in Aeries. Office staff should follow the usual protocol on how to update the data at parent's request.

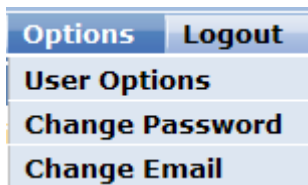


7. How do I change my email address?

- a. Login to your account and click the “Option” link in the upper-right corner and follow the instructions.

8. How do I change my password?

- a. Login to your account and click the “Option” link in the upper-right corner and follow the instructions.



9. I registered my email address, but I didn’t receive a confirmation email.

- a. Please check you spam filter or junk mail box and allow receiving email from our account ABIadmin@walnutvalley.k12.ca.us or WVUSD_online@walnutvalley.k12.ca.us

10.I didn’t receive the registration letter or I lost the verification code

- a. Staff should confirm caller/requester as a valid parent or legal guardian before providing the registration information to the caller/requester.

11.Do I have to register again next year?

- a. NO

12.How do I get to the parent portal website?

- a. There’s a link on Chaparral homepage or
- b. Browse to directly to: <https://parents.wvusd.k12.ca.us/abi>

13.I get a message saying my workstation has been locked out of ABI and the system will not let me get back in.

- a. Get the caller’s account name and email Lam.