

## **Trouble shooting Parent Portal Access**

Parents need to come to your school to have email addresses or phone numbers entered into Aeries. Please follow your school policies on verifying the parent/guardian, their home address and telephone number.

### **Q1. New Student**

A1. Inform the parents of the Parent Portal. Request their email address. On the Contact screen create the appropriate contact then enter their email address in the E-Mail Address field. This will create a Parent Portal account and send a password to this email address.

### **Q2. I am not getting a confirmation email**

A2. Verify that the email address has been entered correctly in the student's Contact screen.

Ask the parents if they have any type of SPAM guard program running. Ask them to check inside their SPAM folder, Bulk Items folder or Trash to see if they received an email from either the principal or from [DoNotReply@orangeusd.k12.ca.us](mailto:DoNotReply@orangeusd.k12.ca.us). It is recommended that they add these addresses to their Contacts list.

If parents are not receiving the automatically generated emails from either the principal or [DoNotReply@orangeusd.k12.ca.us](mailto:DoNotReply@orangeusd.k12.ca.us), then they will need to check their SPAM settings within their email account to allow these emails to go to into their Inbox. Parents can also contact their email provider for support on how to allow these emails into their Inbox.

**Note: SEE Q3 & A3 BELOW.**

### **Q3. Forgot Password - They can also do this step if they failed to receive the confirming email from your principal.**

A3. Direct the parent to <http://www.orangeusd.org/>, click on Parent Portal, then at the PP log in screen, Click on Forgot Your Password? The parent will be asked to input in their email address. A confirmation email from [DoNotReply@orangeusd.k12.ca.us](mailto:DoNotReply@orangeusd.k12.ca.us) will be sent to them that will allow them to change their password. They must read the email carefully and follow the instructions it provides. If they still do not find the email in their Inbox, have them check their SPAM folder, Junk mail folder, Bulk Items folder or Trash Folder.

### **Q4. I don't have an email account**

A4. Parents must have an email address to use Parent Portal.

### **Q5. How do I add another student?**

A5. The parents must notify the school that the student attends and ask the school to create a parent portal account for them. One Parent Portal account (i.e., email address) can be used for multiple students (even if they attend different schools).

When viewing their PP account, they can choose which student account they want to see by clicking on the small drop down box in the upper right corner of the page. They should see one student's name, but by clicking on the drop down arrow, they will see a list of all students linked to their email address.