

## Frequently Asked Questions About the Aeries Parent Portal

*The newly-launched Aeries student information system parent portal offers parents an up-to-date, comprehensive look at their child's education history including attendance. Here are some FAQs about the site:*

*Q: How do I access the parent portal?*

*A: Parents will be able to access this portal by using a special code that is being mailed to them in a letter that also includes detailed information on how to access the site.*

*The Aeries Parent Portal Web site can be accessed directly at <https://aeriesweb.rusd.k12.ca.us/parent>*

*Q: What do I do if I lose my letter or did not receive a letter?*

*A: Contact your child's school administration office and they can help to retrieve information you will need to log on to the Aeries site.*

*Q: I am having trouble logging on and cannot access the parent site. Who can I call for help?*

*A: Contact your child's school administration office and they will arrange for technical support.*

*Q: Who has access to the student information contained on this site?*

*A: Only legal parents/guardians, school administrators and teachers. This is a protected and secure site.*

*Q: I tried to create an account and the system said it sent an email to me. I did not receive the email. What should I do?*

- A. Please ensure that the email address [RUSDparent@rusd.k12.ca.us](mailto:RUSDparent@rusd.k12.ca.us) is added to your 'safe' or 'trusted' senders list to ensure that you receive the confirmation email which will be returned to you.*
- B. America Online users must not use their America Online email client during the ABI Parent Portal set up process. Specifically, America Online users must use their America Online webmail (not their AOL email client) to access their email during the ABI Parent Portal account set up process. Otherwise, the set up process will not complete properly.*

*Q: I forgot my password. What should I do?*

*A: Click the **Forgot Your Password?** <https://aeriesweb.rusd.k12.ca.us/parent> and enter your email address. You will receive an email allowing you to reset the password.*

*Q: Where can I find more information?*

*A: Instructions on how to use the Aeries site are located on the District Web site at [www.RusdLink.org](http://www.RusdLink.org). Click on the Parents button, then click the dark blue button at the top of the parent information page.*