



CUHSD Aeries Parent Portal FAQ

Q: What is the Aeries Parent Portal?

A: Aeries Parent Portal is a web application that lets parents and guardians view key information that is recorded in CUHSD's student information system (Aeries) related to their students. Parents are valuable partners in education. Students who know that their parents/guardians are monitoring their performance often perform at a higher level. Parents and guardians that are aware of their student's struggles can work with their children to affect an improvement. With Aeries Parent Portal this information flows more freely so that intervention is affected in a more timely manner.

Q: Who may access the Aeries Parent Portal?

A: Parents/guardians will have opportunities to create Aeries Parent Portal accounts.

CUHSD will only provide parents/guardians with the information necessary to access student data via the Aeries Parent Portal. Parents should NOT share this information with anyone. The system assumes that anyone with this information may legitimately access the student's information.

CUHSD will provide interested parents/guardians with the information needed to access Aeries Parent Portal. But CUHSD will not be providing them with the hardware, software, Internet access, and email accounts etc. that are also necessary to access the system.

Finally, Aeries Parent Portal is a privilege and not a right. Access privileges may be denied or revoked upon administrative review.

Q: What do I need to get started?

A: Please read the "Tech. Prerequisites" document. That is where you will find more information about the technical aspects of what you need. You will also need information from the school – your students' Permanent ID, the Telephone Number of record and Verification Passcode. After all of that, follow the instructions in the "Account Setup" document to create an Aeries Parent Portal account and associate it with your students.

Q: How secure is Aeries Parent Portal?

A: Eagle Software is the vendor of our Student Information System (SIS) which also includes all of the components of Aeries Portals (of which one piece is Aeries Parent Portal). They subject the software to rigorous testing and security audits, but the responsibility doesn't end there. CUHSD also plays a part by securing the physical systems, the runtime environment, the infrastructure and data. We endeavor to provide reasonable protection against all credible threats. You as a parent have a very important role too. It is very important that you secure your Verification Passcode, user name and password too. It is also very important that you logoff of

Aeries Parent Portal when you leave your computer. If others have access to these things our server can do nothing but assume it is dealing with you – it is the very purpose of these things to uniquely identify you! If your browser asks you if you want it to remember any of this information – please decline because this could allow your child to easily pose as you. It would also be very wise to install, run and keep up-to-date a good anti-malware package. Malware is the cause of much if not most malfunction and poor performance in web connected home computers in addition it may also reduce the possibility that your password will end up in the wrong hands.

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

A: Click the "Forgot Your Password" link on the login screen. It will walk you through a process to assign a new password for your account.

Q: How can I use this for my other students?

A: You will only be able to use Aeries Parent Portal for your CUHSD students. If the school supports Aeries Parent Portal, please contact the school for instructions for acquiring your Verification Passcode. Once you have the Verification Passcode for your student, you can add them to your account by selecting "Add New Student To Your Account" from the Change Student menu in the upper right hand corner of the window after you have logged in. This will guide you through the process of associating another student with your account requiring that you have access to their Permanent ID, Telephone number and Verification Passcode.

Q: I'm having trouble with Aeries Parent Portal. Who can help me?

A: As a practical matter, CUHSD cannot provide technical assistance to parents/guardians for Aeries Parent Portal. Aeries Parent Portal is based on a client-server application model. CUHSD is committed to proactive monitoring and maintenance of the server portion, but cannot do the same for the client facilities at your location.

If Aeries Parent Portal seems to be working – you can log in, you can see the various screens etc. – but you can't find something you are looking for, you are having trouble linking a student, or you need help understanding what you are looking at, please contact the school for help. Please be patient -- your contact at the school will not be assigned to this duty as a primary function and is a busy person.

Q: I am not seeing any assignment information for my student. What should I do?

A: Availability of assignment information is dependent on your student's teacher utilizing the Aeries Gradebook and making assignments visible to the Portal. If you are not seeing assignments and would like to, contact your student's teacher.

Q: I see something I disagree with or am not seeing something I think I should be. What do I do?

A: If you dispute information that you see in Aeries Parent Portal please be aware that much of the information you see there is input by busy personnel. Different pieces of information are updated on different cycles by different personnel at different schools. There are some guidelines in the Aeries Parent Acceptable Use Policy covering this. In general, if you see something that you disagree with or think you should see something that you do not, you are directed to contact the school principal, but you are encouraged to spend some time getting familiar with update cycles ... certainly mutual civility and understanding is appreciated by all.