



Santa Maria Joint Union High School District

AERIES PARENT PORTAL

Frequently Asked Questions



- 1. Why am I receiving an error message stating “Email is Inactive”?**
 - Please contact your high school for assistance.
- 2. My email was recently added – why can’t I log in?**
 - Accounts are created instantly. Check with the school to make sure your contact information is entered correctly.
- 3. 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.
- 4. 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 contact your high school for assistance.
- 5. 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**.
- 6. Why does the email 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.
- 7. 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 #4 if after logging in you only see one of your students).
- 8. What if information in my student’s Profile is incorrect?**
 - You should notify your school, and the school will update the information in Aeries.
- 9. Why can’t I find other documents required by my school?**
 - The only documents in the portal are the District’s mandatory forms. If your school has additional documents for you to review, those documents will be linked to at the end of the portal.