

# Aeries Parent Portal

## Frequently Asked Questions

**What is the website address to create and access the parent web portal?**

<https://parent.rocklinusd.org>

**What web browsers are supported in this Aeries Portal?**

- Chrome and Firefox – recommended
- Internet Explorer – supported
- Safari and Opera – not supported

**Whom do I contact for help?**

Your school's front office to verify contact information and basic questions. If problems persist, email district support at: [portalhelp@rocklinusd.org](mailto:portalhelp@rocklinusd.org)

**Overview of contact data and how to login to your parent portal:**

**Step-by-step directions:** See the PDF link on the Aeries Parent Portal login screen.

**I don't have a computer. How can I access this information?**

- Phone App (Android & iPhone)
- School Site - Check with individual school offices about exact times to access a library/media computer.

**Is this program the same one I use to check my middle or high schooler's grades?**

No. Middle and high schools use Schoology for grade book viewing, as this platform's features are more applicable for them.

**I have more than one child at different schools in the District. Will I have multiple accounts?**

Accounts are created linked to students using the email address in the Contact record in Aeries. All your children can be linked to the same parent portal account. If some of your children are linked to your email account, but not all students, contact the school front office to update your contact record for that student.

**My child lives in two different households where each parent retains educational rights. Will each parent be able to have a separate portal account?**

Yes, as long as there is a contact record with the parents email and flagged to have a portal account. Contact the front office staff if you did not receive an email with the login and temporary password. Also review the **Parent Portal Accounts, Login and Change Password Instructions** document found on the login screen of the Aeries Parent Portal for instructions if you have not received an email or have forgotten your password.

**Do parents need to create an account every year?**

No. This is a one-time process. If you have another child that enters the District (e.g., Kindergarten student), the system will add them to your existing account.

**What if I see incorrect information on my student's account (i.e., a phone number or address)?**

Contact your child's school. You are able to edit and update contact information but the school office has to change primary student address and telephone information.

**If I move, can I update my address through the parent web portal?**

Address changes can be updated in the portal by going to Student Info tab and selecting Data Confirmation. Click on Student and select Change. The address will not be changed in Aeries until proof of residency is brought into the school office. Parents can view current address information through the parent portal.

**Will my child's grades be emailed to me?**

Emailed grades are no longer necessary through the provision of regular viewing rights by parents. Report cards will be provided to K-6 parents through parent teacher conferences or mail. They can be viewed on the Parent Portal once the grading window has closed.