

# 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@rocklin.k12.ca.us](mailto:portalhelp@rocklin.k12.ca.us)

**Overview of contact data and how to create a parent portal:**

**Step-by-step directions:** Visit our YouTube tutorial: <https://youtu.be/NRaw2W76rfU>

Also, see the PDF link on this website.

**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. Do I have to create multiple accounts?**

Parents can choose to setup an account individually or have one account for their family. Using the unique code per student, all children can be linked to the same parent portal account.

**Linking to Additional Children:** Once you have created an account for one student in your family, you may link to your other children through Aeries Portal by clicking on the CURRENT STUDENT drop down menu selector at the top right hand side of the homepage and click the link to "Add Additional Student Not Currently Listed". You will need to provide a separate Permanent ID number, telephone number and VPC for each additional student. ***One final note:*** *Be sure that the browser being used is set to refresh each page with each visit so that the most recent data is always what your computer displays.*

**My child lives in two different households where each parent retains educational rights. Will each parent get separate VPN codes?**

At this time in Aeries, there is no way to create multiple logins to view a student as the VPN and ID codes must be tied to one phone number to establish viewing through the portal. It is recommended that both households determine how this login will be shared.

**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), you will be able to 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 must be done at the school office with the proper paperwork. Parents can view current address information through the parent web 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.

**Can I set up email notifications for regular updates?**

There is the ability to set up a weekly notification about student progress in the options link in the Aeries portal.