



## Frequently Asked Questions

**What schools are participating in online data confirmation?**

All Elementary and Secondary schools will be participating in data confirmation

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

<https://parent.wjUSD.org>

**Can I access the parent portal from my mobile device?** Yes, you can by visiting the following website from your smart phone device [parent.wjUSD.org](https://parent.wjUSD.org)

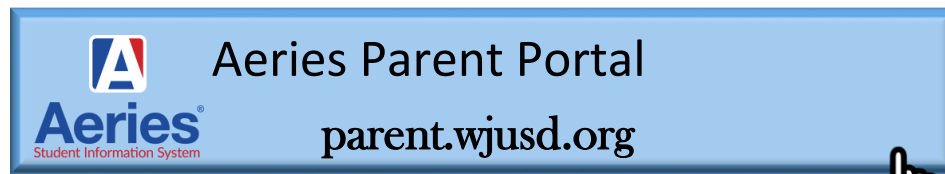
**Whom do I contact for help?** Call your school's office to verify contact information and basic questions.

**How to create a parent portal account:** Please visit the link below for step-by-step directions and a video with detailed instructions on how to create a parent portal account.

<https://www.wjUSD.org/Departments/Teaching--Learning/AERIES-Parent-Portal/index.html>

**I have more than one child at different schools in the District. Do I have to create**

**Multiple accounts?** No, you will only need to create one Parent Portal Account, then you can add students to that one parent portal account.



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**Linking to additional student:** 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 Change Student drop down menu selector at the top right hand side of the homepage and click the link to “Add New Student to Your Account”. 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 VPC codes?** Each student has its own unique VPC and each parent/guardian who has educational rights can create an account.

**What is the data confirmation process?** You need to have a parent portal account. Log into Parent portal account and find the data confirmation Notification banner or go under “Student info” tab and find data confirmation. Complete all steps at the end confirm and submit.

**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. Under Options on the right hand side of the screen. On the drop down menu choose “Parent Notification Preferences”. Choose your preferences and click on “Save”.

**Is there an App for the Portal?** Yes, you can download your Aeries Parent Portal App on your mobile device.