



Aeries Parent Portal Frequently Asked Questions



What is the website address to create an account and access the parent portal? <https://parent.wjUSD.org>

What web browsers are supported in this Aeries Portal?

- Chrome and Firefox – Recommended
- Internet Explorer – Supported
- Safari and Opera – not supported

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

Whom do I contact for help?

Call your school's front office to verify contact information and basic questions. If problems persist, email district support at: janet.garcia@wjUSD.org or (530) 406-3259. Also, on the webpage www.wjUSD.org/parentportal there is a link to **Report an Issue**. Fill out the form to tell us about the issue you are having and we will follow up with you.

How to create a parent portal account:

Please visit www.wjUSD.org/parentportal for step-by-step directions and a video with detailed instructions on how to create a parent portal account.

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 once, then you can add students to that one parent portal account.

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.

Do parents need to create an account every year?

No. This is a onetime process. If you have another child that enters the district, 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)? What if I move during the school year?

The information that you see in the Portal is what the school has currently on file. If you see contact or address information that is incorrect or needs to be changed due to a recent move, contact your child’s school. School office staff will make changes to phone numbers or address (with proper documentation). Once those changes, they will show in your portal account.

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”.