Parent Portal - FAQ

Vista
Unified
School
District

This guide was created by the Vista Unified School District in August 2013

Dear VUSD Family,

All students in the Vista Unified School District are tracked through our student Information system, Aeries. For the 2013-2014 school year. Families without an account must create an account on the Aeries system.

A Parent account in Aeries allows you to view your students(s) demographic information, emergency information, grades, attendance, and much more. Aeries allows you and your students(s) school site to have the most up to date information.

7/2024

NEW TO AERIES –
Set up a new Parent account:

1. Visit the following website: https://vistausd.aeries.net/student/LoginParent.aspx
2. Select "Create New Account"
3. Select "Parent" and click "Next"
4. Enter in the required information, and click "Next"
5. Check your email (possibly your spam/junk folder)
6. Click on the link that says "Confirm Current Email address"
7. Login with your new account
8. Enter in your Student ID, your students home phone number and your students Verification Passcode

Existing User of Aeries –
Adding additional student(s) to your Parent Portal account:

1. Visit the following website: https://vistausd.aeries.net/student/LoginParent.aspx
2. Login with your existing Parent account
3. Select "change Student" in the upper right corner of the page
4. Select "Add new student to your account"
5. Enter in your Student ID, your students home phone number and your students Verification Passcode
6. Click on the work "Home" in the upper left corner

VUSD Parent Portal- Frequently asked questions

Q. **What is Aeries?**

A. Aeries is the VUSD's student information system. It allows the District, parents, and students to maintain consistency about information related to your student.

Q. How do I make an Aeries Parent Portal Account?

A. Visit https://vistausd.aeries.net/student/LoginParent.aspx and click on "Create a New Account".

Q. Do I need to make a new Aeries account for each child that I have in the District?

A. No, it is easier to add a student to your existing Aeries account. Log onto you account. Click in the upper right corner where it says “Change Student” and click “Add new student to your account”.

Q. What is my student’s permanent ID number?

Your student’s permanent ID Number is their unique 9 digit ID that they are assigned in the district.

Q**. I am trying to create an account and I need a verification code because I did not receive one for my child. I am using the confirmation code from the email when I created my account but it is not working. How do I get a verification code?**

A. The verification code is a secure piece of information that attaches a particular student to a VUSD account. This is completely separate from the confirmation code. The verification code must be obtained from the school. It will not give it out over the phone or by email as a security measure.

Q**. When I created my account, one of my children was already attached to my email but the other was not. How do I add my other child?**

A. If the email account that is being used to create an account is attached to the student in the school’s database, parent accounts can be linked automatically in most cases. To add your other child, use the information you received from your childs school to add the child. Detailed information about adding additional students can be found on the main Parent Portal page. Click the link “Creating New Parent Accounts on Parent Portal”.

Q. **I received my codes but there is no phone number listed and so I was not able to add my child to my account. What should I do?**

A. A home phone number must be listed in the student database at the school your child attends in order to create an account. If you do not have a home telephone number, please contact the school and have them add an alternate number or cell phone number as your child’s home telephone number. Once this is done, you will be able to add the child to your account using that number.

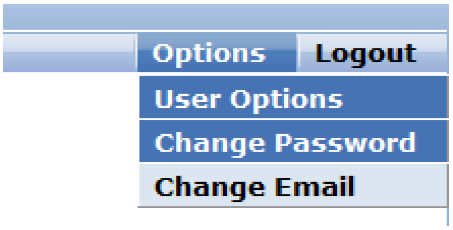
Q**. I forgot my password. How do I get a new one?**

A. On the main login page, there is a link called “Forgot Your Password?” Click on this link and input your email address you use to login. Follow the instructions and you will receive an email with temporary login information. If you do not receive an email within 10-20 minutes, please

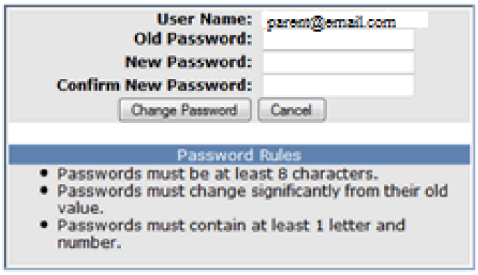
check your spam folder.

Q**. I want to change my password. How do I go about that?**

A. Once you have logged into your VUSD parent portal account, go to the "Options" link on the far right side. One of the options is to change your password. Please click on this link and follow the directions.





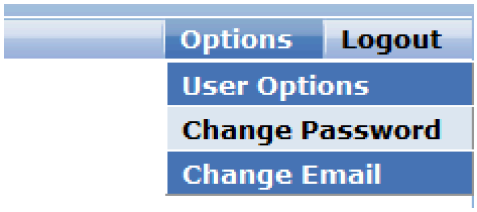


Q**. Parents are divorced and the second parent would like their own account. Is this possible?**

A. Yes. A second letter can be sent to the other parent if there are no restraining orders in place. Both parents can use the same student information to add a student to their own account using different email addresses.

Q. **My Email address has changed or will be changing. How do I go about changing my account to my new email address?**

A. You may change your email address (which serves as your user id and login) by logging into the portal and going to the "Options" link on the far right side. Simply click on the "Change Email" link and follow directions. If your email address has already changed and you no longer have access to your old email address, that will not alter the process. You can still login using the old email address and your password. Once logged in, you follow the instructions above.



You will receive the following warning. Enter your old email address and password. Enter your new email address, and select the “change Email address” button. If you do not receive an email to your new address, please check your “junk” or “spam” email folder. Once you have confirmed the email change, you will use this new email address for your login name.

Q**. What is the difference between a student account and a parent account?**

A. In the near future, parents will be able to edit some student information through their parent account. Students may have the option to input/edit their course requests at a later date using their Portal account. Parents and students can use the same information obtained by the site to create their own accounts. Students will choose “Student Account”when enrolling.

Q. **We have moved or will be moving to another VUSD school. Do I need to create another Parent Portal account?**

A. No. Provided the student has transferred to another school within VUSD, you will be able to access that student’s information as soon as the enrollment at the new school is complete.

Q. I have added my child, but cannot see any information.

A. If your child is pre-enrolled for next school year and is currently not attending one of our regular K-12 schools, you will not be able to see their data until the new school year starts.

Q. Some of my tabs are missing when I log onto Parent Portal?

It is possible that you have a “Student” account instead of a “Parent” account.