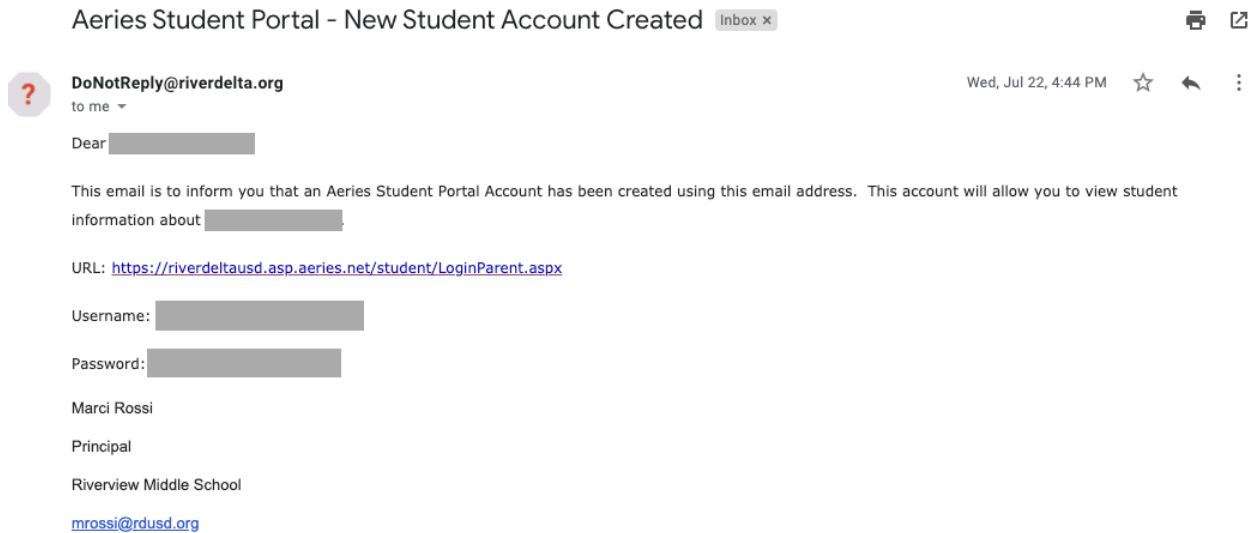


## New Parent/Student Portal Accounts

- If a parent/student has never had an Aeries portal account in River Delta Unified then he/she will have received an email from Aeries. The email will be called either *Aeries Student Portal* or *Aeries Parent Portal*.

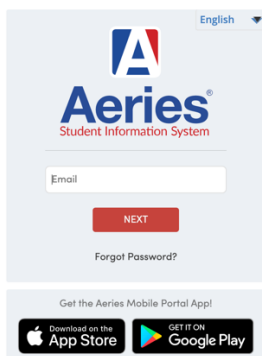
Aeries Student Portal - New Student Account Created - Dear ..... This email i... Jul 22

In this email he/she will find the Aeries Portal web address, their Aeries Portal username, and their Aeries Portal password.



The web address will bring the user to the Aeries Portal website. Enter the email followed by the password to gain access.

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If you are a parent, and you *did not receive an email from Aeries*, please check with your son/daughter school(s) to make sure that your email has been entered correctly. If the email *has been entered correctly* please refer to the ***I can't log into my Aeries Parent/Student Portal account*** section of this document.

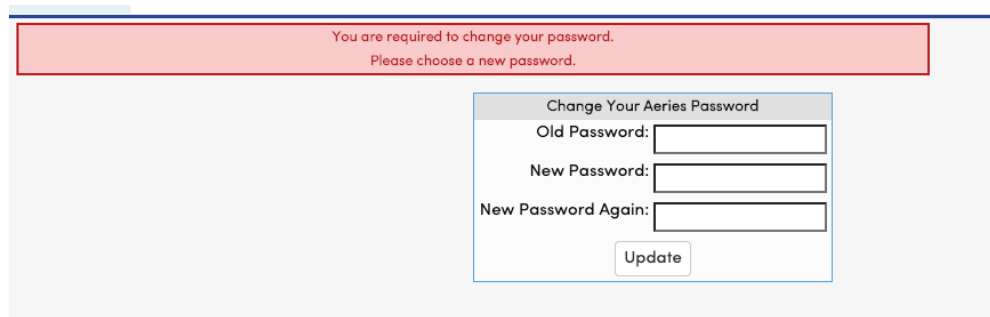
## I can't log into my Aeries Parent/Student Portal account

For security reasons, Aeries strongly recommended that River Delta Unified require yearly password updates. Passwords for parents, students, and teachers will be required to be changed, each year, prior to the beginning of the school year.

The password protocol for new passwords must meet these requirements:

- Must be at least 8 characters long
- Must contain at least one capital
- Must contain at least one number
- Must contain at least one special character (!, @, #, \$, %, &, =, +, ?)

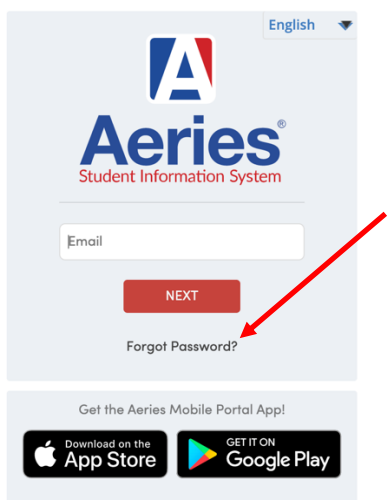
When a parent or student logs in for the first time, at the beginning of a school year, they will be prompted to update their password.



The screenshot shows a red notification bar at the top with the text: "You are required to change your password. Please choose a new password." Below this is a form titled "Change Your Aeries Password" with three input fields: "Old Password:", "New Password:", and "New Password Again:". An "Update" button is located at the bottom right of the form.

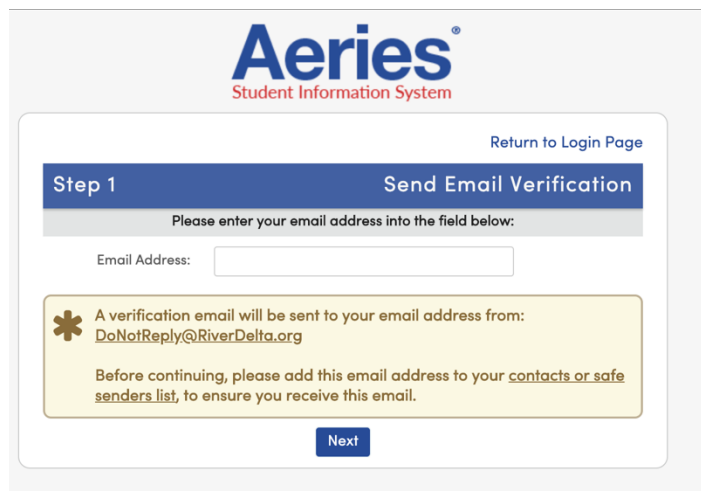
Some parents, students, and teachers have noted that they did not receive this message and that they cannot log in to Aeries using their old password. If that is the case, when you navigate to the Aeries portal click *Forgot Password*.

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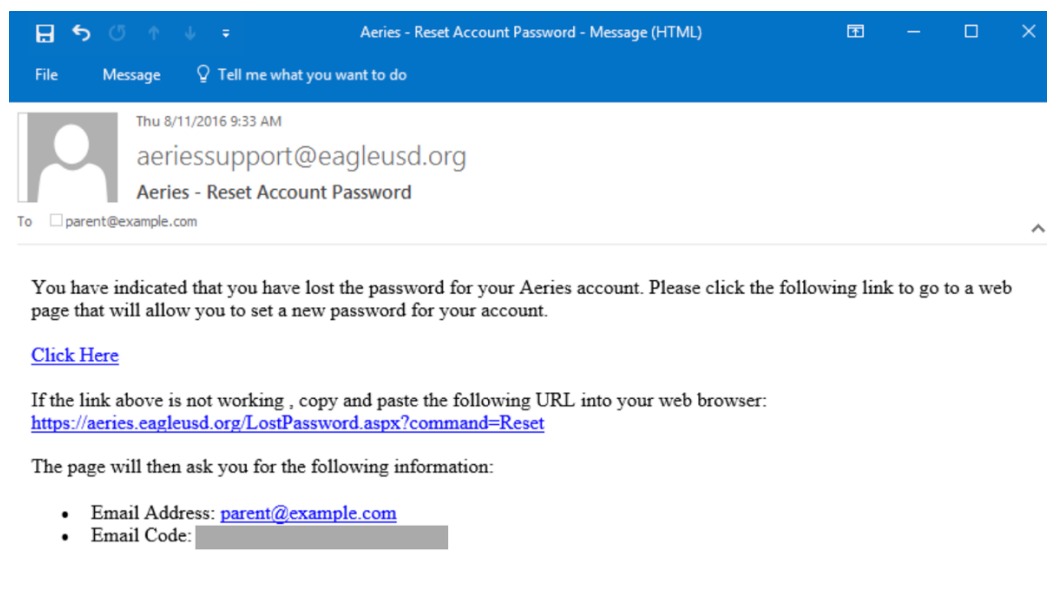
The screenshot shows the Aeries Student Information System login page. At the top right, there is a language dropdown menu set to "English". The Aeries logo is prominently displayed. Below the logo is an "Email" input field and a red "NEXT" button. A red arrow points to the "Forgot Password?" link below the "NEXT" button. At the bottom, there is a section titled "Get the Aeries Mobile Portal App!" with buttons for "Download on the App Store" and "GET IT ON Google Play".

You will then be asked to enter your email address. If you are a parent, enter the email address previously used to access the Aeries portal. If you are a student, enter your River Delta email address. Click *Next*.



The screenshot shows the Aeries Student Information System interface. At the top, the logo 'Aeries Student Information System' is displayed. Below it, a 'Return to Login Page' link is visible. The main heading is 'Step 1 Send Email Verification'. A prompt asks the user to 'Please enter your email address into the field below:'. There is an input field for the email address. Below the input field, a yellow box contains a warning icon and text: 'A verification email will be sent to your email address from: DoNotReply@RiverDelta.org. Before continuing, please add this email address to your contacts or safe senders list, to ensure you receive this email.' A 'Next' button is located at the bottom of the form.

You will receive an email containing information and instructions for resetting your password.



When resetting your password please follow the district password protocol. The password protocol for new passwords must meet these requirements:

- Must be at least 8 characters long
- Must contain at least one capital
- Must contain at least one number
- Must contain at least one special character (!, @, #, \$, %, &, =, +, ?)