



Student/Parent Portal

Most Common Registration Issues for Students and Parents

Question: When I try to log-in to my account, I receive the following message.

[<< Previous](#) [Next >>](#) [Login Page](#)

Step 3
You must now confirm your email address before continuing
The email address, *mscanna27@yahoo.com*, is already assigned to an account but that account is still pending verification.
Another confirmation email has been sent.
Please open the email and follow the instructions.
An email has been sent to your email address.
Please open your email and follow the instructions.
You must do this before continuing this process.

Answer: Check your email account again and look for a message asking you to verify your registration. Be sure to check your junk mail folder, too. Open the email message and click the link to verify your request for an account. You should then log back in to the portal and complete the registration process using the student home phone number, ID, and verification passcode provided by the school.

Question: When I try to enter this information as part of the registration process, I get a message that the information does not match. Why? This is the information the school provided.

[Return to Main Menu](#)

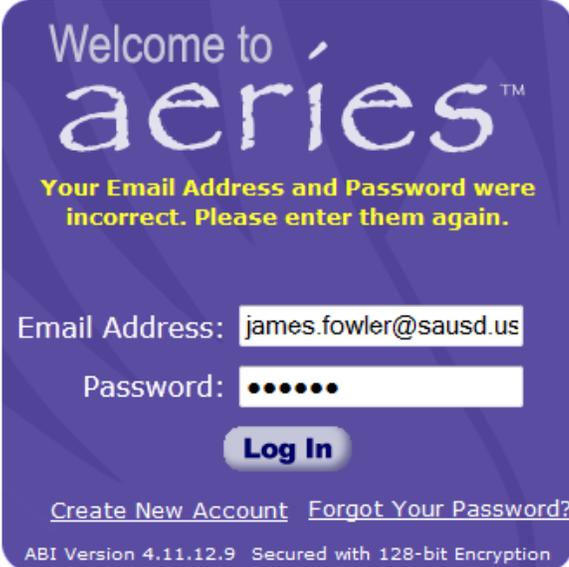
[Next >>](#)

Step 1
Student Verification
Please Enter The Following Information About Yourself
Student Permanent ID Number:
Student Home Telephone Number:
Verification Code:

Answer: Often times the information on this screen will be rejected because of an out of date phone number. The phone number must match what is in Aeries, so double-check the phone number and update Aeries if the number is incorrect.

Another cause for this message is use of the wrong verification code. You need to use the one provided by the Aeries query letter and NOT the one provided in the confirmation email you receive upon registration.

Question: Why won't it accept my login?



The image shows a login screen for 'aeries'. At the top, it says 'Welcome to aeries™'. Below that, a yellow error message reads: 'Your Email Address and Password were incorrect. Please enter them again.' There are two input fields: 'Email Address:' with the text 'james.fowler@sausd.us' and 'Password:' with six black dots. A blue 'Log In' button is centered below the fields. At the bottom, there are two links: 'Create New Account' and 'Forgot Your Password?'. The footer text reads 'ABI Version 4.11.12.9 Secured with 128-bit Encryption'.

Answer: The password you have created is case-sensitive, so if you used a capital letter when creating it, you need to use that same formatting. If you are still not able to login, click the "Forgot Your Password" link and reset it.

Question: I am trying to create an account, but at the second step I get this screen.

The screenshot shows a registration form titled "Step 2 Account Information". At the top, there are navigation buttons: "<< Previous" and "Next >>". In the top right corner, there is a link for "Login Page". The main heading is "Step 2 Account Information". Below this, a red error message states: "The email address, james.fowler@sausd.us, is already assigned to an active account. If you have forgotten your password, please use the 'I Forgot My Password' link on the login page." The form contains four input fields: "Email Address:" with the value "james.fowler@sausd.us", "Verify Email Address:" with the value "james.fowler@sausd.us", "Choose Password:" with masked characters "•••••", and "Retype Password:" with masked characters "•••••". At the bottom, a red-bordered box contains a message: "A verification email will be sent to your email address from donotreply@sausd.us. Before continuing, Please add this email address to your 'contacts' or 'safe senders' list to ensure you receive this email."

Answer: That email address has been used to create an account already. Go back to the login screen and click "Forgot Your Password" to reset it.
