<u>Aeries Parent Portal Tips and Tricks</u>

<u>If you are having trouble setting up your Aeries Parent Portal account:</u>

1. Call or come into the CHJH office to check the following information (You will be asked to verify your identity so a photo ID is recommended):

   - Your primary phone number,
   - Your student's ID number,
   - The Verification Passcode, and
   - The email address attached to your student's account.

2. Do you already have another student with an Aeries portal account? While logged into your existing account, select Change Student and then select Add New Student to Your Account.

<u>If you have an Aeries Parent Portal account but are not seeing this year's information:</u>

1. Make sure you have signed up for an Aeries PARENT Portal and not a STUDENT Portal. The student version is not ready and will not show any information even if you are logged in.

2. Recommended browsers- Google Chrome or Internet Explorer. (Firefox may also work but is not currently on the recommended list.)

3. Make sure that you have the latest version of your browser. In Chrome, Click on the three vertical dots on the top left corner, select Settings, click on the three horizontal lines and select About Chrome. Chrome will automatically check for the latest version.

4. Clear your browser cache and possibly the browser history. In Chrome, use the shortcut CTRL-SHIFT-DEL to get to the menu. There is a drop down to pick how far back to clear the history or cache. You might have to go back to 'the beginning of time.'

5. Last resort: if all of the above have failed to show you the current year's information, you can provide your username and password to a member of the CHJH office staff so that they can send it to their internal technology department for troubleshooting.

<u>Other helpful things:</u>

1. Are you using the mobile version of Aeries? It is a beta site and might not be functioning. Try a desktop or laptop to access your account.

2. Detailed visual instructions can be found on the CHJH website under the parent tab. You can also have your student come into the office and pick up a photocopy.