1. **How do I get an account so I can update my daughter/son's information?**

Parent Portal accounts are generated by the school based on parent/guardian email address and the student's ID. Office staff will generate the account and send the information to the parent several weeks before the Parent Portal is scheduled to be open.

2. **I received my parent portal account information but cannot log on. What is the problem?**

- Be sure the Parent Portal is open. In 2016/17 Parent Portal is open 08/01/2016 through 08/19/2016.
- Is the email address you're using to log in the SAME as the email address on the account. If you need to update your email, contact the school's office and have them update the email on the student record.
- Is your password entered correctly? Passwords are case sensitive. Is the Caps Lock on?

If you still can't log on, contact the main office at your student's school.

3. **I have two students at Briarwood. Can I use the same Parent Portal account to update BOTH students?**

Yes. Both students will appear in a drop down menu. Highlight one student and update. Highlight the second student and update. Changes to one student record will NOT transfer to the second student.

4. **What information can I update thru the parent portal?**

- Student data: you will be able to edit address and home and work phone numbers
- Emergency contacts: add a new contact, delete an old contact, update phone numbers and email addresses.
- Medical History: view only

Any other changes will need to go through the Main Office at your student's school.

5. **When/where do I hand in the forms I've printed from the portal?**

Documents generated by the Parent Portal along with residency verification documents, are turned in at your student's school before the first day of school.

6. **Will the portal be open all year?**

This school year (2016/17) the portal will be open for two sessions: 7/1/2016 thru 7/15/2016 and 8/1/2016 thru 8/22/2016. Changes made after that time will need to go through the school's front office. Dates for accessing the parent portal NEXT year have not been determined.

7. **I'm trying to log on to the parent portal and am getting Server Error 500. How do I proceed?**

- Check the date. Is the Parent Portal open?
- The Parent Portal seems to work best when using Mozilla/Firefox as the browser. Other browsers, namely Chrome and Explorer, tend to have intermittent problems. If you're receiving a Server error, try using Mozilla/Firefox.
- If you are still having trouble logging in, contact your student's school. The server may be down or the network may be having problems.

8. **I forgot to update contacts when I was in the parent portal the 1ˢᵗ time – who can pick up my student if I'm not available. How do I update this information after the fact?**

Log into the system (https://aeriessis.scusd.net/parentportal). Go to Student Information, DATA CONFIRMATION, Contacts. From there, highlight the contact name and tap the CHANGE button. Choose either YES or NO for EACH contact. A "blank" field will be interpreted as "NO." Be sure to save your changes, print and provide a new Emergency Card to the school.

9. **I don't have email. How do I update my student's information?**

The online Parent Portal is only accessible if you have an email address. If not, all changes to your student's record must be made in person at your student's school.

10. **This is not a very intuitive system. Will there be updates/help offered in the future?**

Seeing as this is the first year we have opened the Parent Portal, we will definitely be taking notes and making changes to improve the process next year. Help files and FAQs are being created and updated as the process rolls out. Thank you for your constructive comments.