

Parent & Student Portal Frequently Asked Questions

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 in the letter 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 letter but there is no phone number listed on the letter and so I was not able to add my child to my account. What should I do?

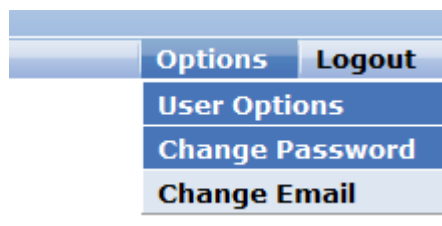
A. A home phone number must be listed in the student database at the school your child attends in order to create an account. If you do not have a home telephone number, please contact the school and have them add an alternate number or cell phone number as your child's home telephone number. Once this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

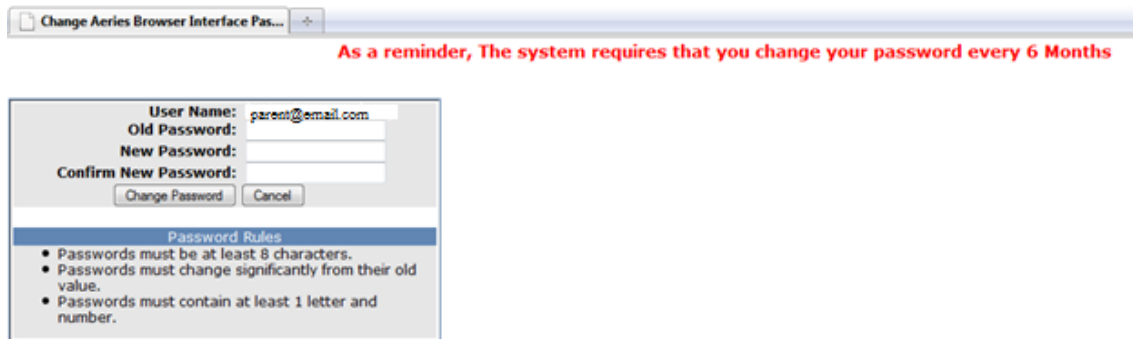
A. On the main login page, there is a link called "Forgot Your Password?" Click on this link and input your email address you use to login. Follow the instructions and you will receive an email with temporary login information. The email will be coming from abisupport@capousd.org so you should add this email address to your contact list or trusted senders list. If you do not receive an email within 10-20 minutes, please check your spam folder. If the email is not there, please send an email to abisupport@capousd.org with your login information and we will go through the process of resetting your password. Although we hope to resolve all problems quickly, this may take up to 24 hours so please bear with us.

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

A. Once you have logged into your CUSD 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. If you are unable to complete this task, please send an email to abisupport@capousd.org and outline your problem.



Parent & Student Portal Frequently Asked Questions



Change Aeries Browser Interface Pas...

As a reminder, The system requires that you change your password every 6 Months

User Name: parent@email.com
Old Password:
New Password:
Confirm New Password:
Change Password Cancel

Password Rules

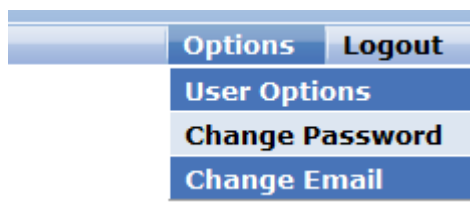
- Passwords must be at least 8 characters.
- Passwords must change significantly from their old value.
- Passwords must contain at least 1 letter and number.

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.

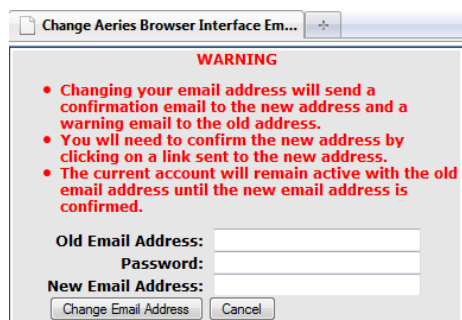
Q. My Email address has changed or will be changing. How do I go about changing my account to my new email address?

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.

Parent & Student Portal Frequently Asked Questions



Q. I need to change an e-mail for a contact record and it says e-mail is locked. How do I change it?

A. The e-mail field is locked because it is associated with a portal account, or a contact record has been granted access to allow a portal account to be created. If the e-mail address is the one you are currently using to login to the portal you may change the e-mail address via the Options menu. For all other email changes that are locked, please contact the school office to have the records updated.

Q. I am trying to create an account and I need a verification code because I did not receive a letter 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 CUSD account. This is completely separate from the confirmation code. The verification code must be obtained from the school or may be mailed home to the address listed in the student information system.

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

A. Currently, a parent account and a student account allow access to view the same information. Parents are able to edit some student information through their parent account. Students are able to input and edit their course requests using their Student Portal account. Parents and students can use the same information from the letter to create their own accounts. Students will choose "Student Account" when enrolling.

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

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

Parent & Student Portal Frequently Asked Questions

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 approximately mid-July when the new school year database is available to parents.

Q. I received an e-mail “The portal account modified to no longer access student”. What has happened?

A. A change was made to a contact record which resulted in the student being dropped from the portal account. There are a few instances where this may occur, and it is part of a security measure. If this happens to your portal account and you are no longer able to access your child. Re-establish the link to your child by using the Add Additional Student from the Change Student menu. You will need your child’s Permanent ID, Home telephone (as on file with the school) and the Verification passcode. If you no longer have this information, please contact your child’s school.