

What is the Aeries Parent Portal?

The Aeries Parent Portal is a website and app where families can track your student's assignments and grades, receive information from their teacher/school, send messages to their teachers, and update your contact information.

How do I create a Parent Portal account?

Contact your school to update your email address on file and request parent portal access. Visit the list of Twin Rivers Unified schools [<https://bit.ly/TRUSDSchools>] to find your school's website, click on the Staff Directory for their contact information (phone extension and email) for further assistance.

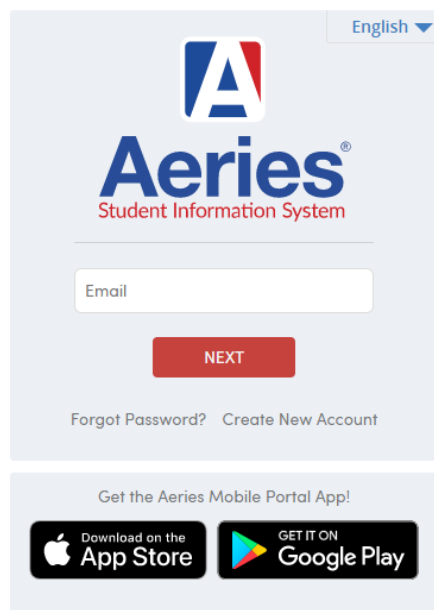
How do I access Aeries Parent Portal?

By visiting the District's Aeries Parent Portal Link [<https://parent.twinriversusd.org>] or clicking on the **Aeries Parent/Student Portal** link at the top of your school's website:



You can also download the mobile app [[iOS](#) / [Google Play](#)], and select your student's school.

Twin Rivers Unified School District



You can select your language preference Aeries provides on its app.

What if I forgot my password?

How do I change my password?

Click the "Forgot Password?" link on the login page. Once logged in, click Options to change the password.

Do I need an email address to create a Parent Portal Account?

Yes, parents need a valid email address to create a portal account. If you do not have one, there are several companies that offer free web-based emails such as Google and Yahoo.

If I am new to Twin Rivers Unified School District, do I have to register my student before being able to create a Parent Portal account?

Yes, your student must be registered at a school before you are able to create a Parent Portal account. Once you are registered, your school clerical staff should be able to assist you with the information needed to create an account.

Do I need to create multiple accounts if I have more than one child enrolled in the District?

No, you will only need to create a Parent Portal account once. Contact your student's school about having them added to your account.

Can more than one parent/guardian have an account to access student data? For example, parents are divorced.

Yes, more than one parent/guardian can have a Parent Portal account, as long as they use their own email address.

Do parents/guardians need to create an account every year?

No. This is a one-time process. If you have another child that enters the District (for example a Kindergarten student), you will be able to add them to your existing account. Please note - you will need to complete the Data Confirmation process for your account at the beginning of each school year.

What do I do if I don't have a verification code?

The school's office staff will verify your identity and add your email address to the student's record. You will then receive an email with information on how to login (for new accounts), or an email notifying you that a change was made to your Portal Account (for existing accounts). The next time you login the student will be available in your account (no VPC code required).

The screenshot shows a web form titled "Step 1 Student Verification". Below the title, it says "Please Enter The Following Information About Your Student". There are three input fields: "Student ID:", "Student Home Telephone Number:", and "Verification Code:". At the bottom of the form are two buttons: "Previous" and "Next".

I need some additional help, who should I contact?

Parents and guardians who have not received an email with account details can get help creating an account by contacting your student's school site for more support.

For families that have an account and are experiencing issues logging in or using the tool, you can reach the **TRUSD IT Help Desk** by email TechSupport@twinriversusd.org or by calling them at **(916) 566-7802**, Monday - Friday, 7 a.m.- 5 p.m. Please keep in mind that some features may be unavailable until after school starts.