

**Q: What is the website address to create an account and access Parent Portal?**

<https://aw.vusd.solanocoe.k12.ca.us/aeries.net/LoginParent.aspx>

**Q: If I am new to the 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 information needed to create an account.

**Q: I have more than one child enrolled in the District. Do I have to create multiple accounts?**

No, you will only need to create a Parent Portal account once, then you can add students to that one Parent Portal account.

**Q: Do parents need to create an account every year?**

No. This is a one-time process. If you have another child that enters the district, you will be able to add them to your existing account.

**Q: My child lives in two different households where each parent retains educational rights. Will each parent get separate VPC codes?**

Each student has their own unique VPC and each parent/guardian who has educational rights can create an account.

**Q: What is the Annual Update?**

The Annual Update is a district-wide process held each year to verify household and emergency contact information, as well as complete annual release acknowledgement and permission requirements.

**Q: Where can I find the link for the Annual Update?**

The Annual Update link will be located under the "More Quick Links/Parent Portal" on the bottom of the VUSD homepage. The link will also be available on each school's home page.

**Q: Do I have to complete the Annual Update before my student can start school on August 15th?**

No, it is not a requirement to complete the Annual Update in order to start school. However, updating your information early will ensure that your information is accurate on the first day of school, and save time from filling out emergency cards, etc. by hand.

**Q: What should I do if I see a blank screen when I login to the website?**

The internet browser you are using may not support the portal. Please try a different browser like Firefox, Safari or Google Chrome.

**Q: Can I complete the Annual Update if my student's primary household is not with me?**

Only the parent living in the student's primary household will have access to complete the Annual Update.

**Q: What if I see incorrect information on my student's account (i.e., a phone number or address)? What if I move during the school year?**

The information that you see in the portal is what the school currently has on file. If you see contact or address information that is incorrect or needs to be changed due to a recent move, you will need to log into Parent Portal to make those changes. Before address changes are visible in Parent Portal they need to be verified by the office staff.

**Q: How do I correct or remove Emergency Contacts?**

Add new emergency contacts in the Emergency Contact section of the Annual Update. Emergency contacts are removed in the Student section of the Annual Update. There will be a “Remove” button next to each contact listed.

**Q: I need some help, who should I contact?** For assistance with Parent Portal, please contact your school site’s office staff.

**Q: What if I don’t know my student’s access code?**

If you have not be given the information required to register for a Parent Portal account, the school’s office staff can provide you with this information.

**Q: What if I don’t have a computer at home?**

At each school site, Chromebooks are available in the front office for those who may not have access to a computer or internet at home. Please contact your school’s office staff for more information.