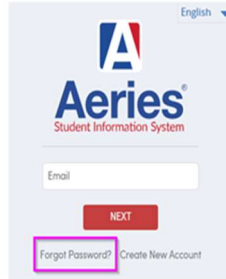


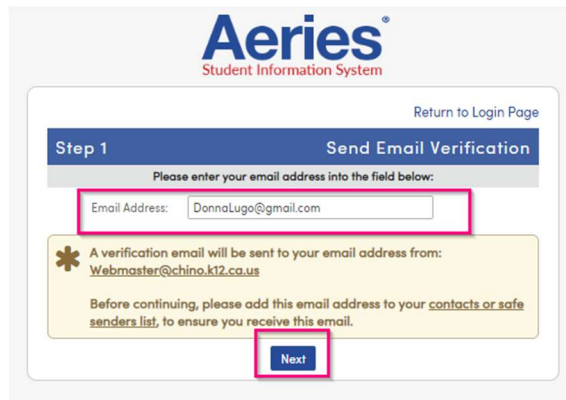
How to reset your Aeries Student or Parent Portal Account password

- Go to the Aeries Parent/Student Portal login, add your email and click on "Forgot Password?"
- If you are unsure of the email you used, please reach out to your school site to confirm.

Chino Valley Unified School District

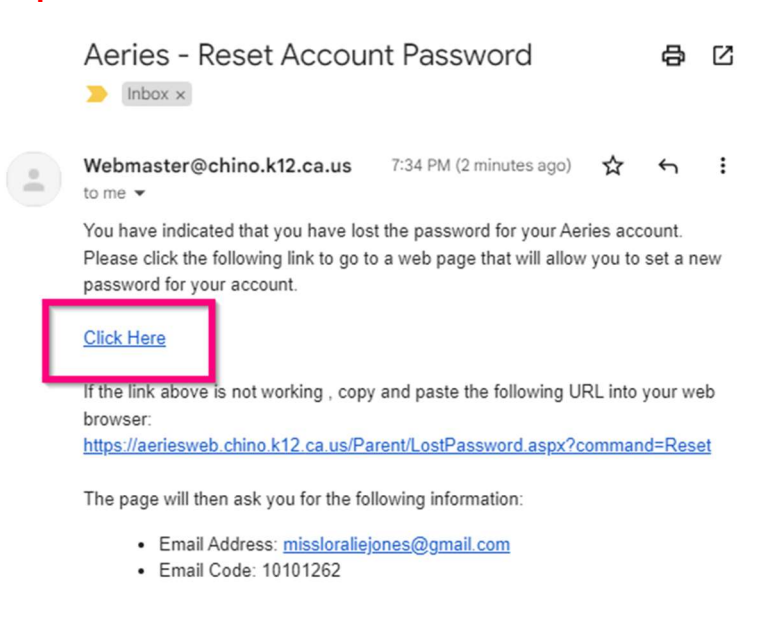
The image shows the Aeries Student Information System login page. At the top, there is a language dropdown menu set to "English". Below it is the Aeries logo and the text "Student Information System". There is an "Email" input field, a "NEXT" button, and a "Forgot Password?" link which is highlighted with a red box. There is also a "Create New Account" link.

Step 1: Add your email address and click Next

The image shows the "Step 1: Send Email Verification" screen of the Aeries Student Information System. It has a "Return to Login Page" link at the top right. The main heading is "Step 1 Send Email Verification". Below it, it says "Please enter your email address into the field below:". There is an "Email Address:" label and an input field containing "DonnaLugo@gmail.com", which is highlighted with a red box. Below the input field, there is a yellow box with an asterisk icon containing the text: "A verification email will be sent to your email address from: Webmaster@chino.k12.ca.us. Before continuing, please add this email address to your contacts or safe senders list, to ensure you receive this email." At the bottom of this box is a "Next" button, which is also highlighted with a red box.

A verification email will be sent to your email address from: Webmaster@chino.k12.ca.us

Step 2: Click Here

The image shows an email from "Webmaster@chino.k12.ca.us" with the subject "Aeries - Reset Account Password". The email body says: "You have indicated that you have lost the password for your Aeries account. Please click the following link to go to a web page that will allow you to set a new password for your account." Below this text is a blue link "Click Here" which is highlighted with a red box. Further down, it says: "If the link above is not working, copy and paste the following URL into your web browser:" followed by the URL "https://aeriesweb.chino.k12.ca.us/Parent/LostPassword.aspx?command=Reset". At the bottom, it says: "The page will then ask you for the following information:" followed by a list of two items: "Email Address: missloraliejones@gmail.com" and "Email Code: 10101262".

Step 3: Click Next

Return to Login Page

Step 2 Email Verification

✔ A verification email has been sent to your email address from:
Webmaster@chino.k12.ca.us

Click the [Click Here](#) link provided in the email or copy and paste the Email Code into the field below

Email Address:

Email Code:

Next

Your email address and email code will auto populate

Step 4: Add a New Password Click Next

Return to Login Page

Final Step Set New Password

✔ Thank you for confirming your email address. You may now enter a new password for your account.

New Password:

ReType New Password:

Next

Step 5: Click Return to Login Page and continue to login.

Return to Login Page

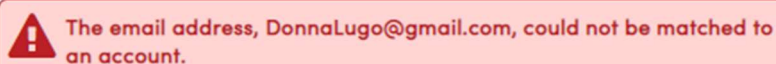
Complete

✔ Your password has been adjusted. You may now login to Aeries.

Return to Login Page

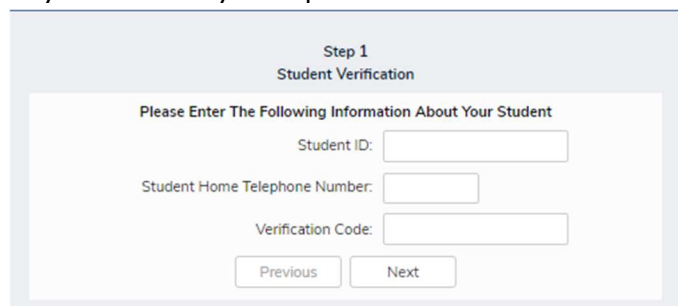
Common issues

If you will receive an error message that your email could not be matched.



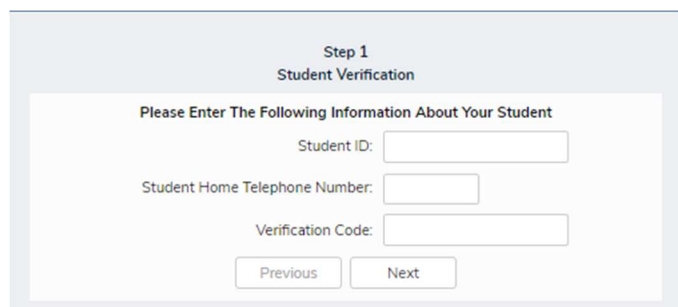
Please reach out to your school site/s and verify that email address has been added to your student's contact record.

If you reset your password and receive the following message:

A screenshot of a web form titled "Step 1 Student Verification". The form has a light blue header. Below the header, 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, there are two buttons: "Previous" and "Next".

Please reach out to your school site to verify that your Portal access in Aeries is correct.

If you get the following message after selecting **Adding New Student To Your Account**

A screenshot of a web form titled "Step 1 Student Verification". The form has a light blue header. Below the header, 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, there are two buttons: "Previous" and "Next".

Please reach out to the school site of the student you would like to add. Your email and portal access will need to be added for that student.