

RUSD Parent Portal- Frequently asked questions

Q. The login Page does not say “Rescue Union School District”

A. Click on the “Aeries.net Parent Portal” icon and re-create your account

Q. I did not receive an email from Aeries Portal

A. Check your Spam Folder in your personal email.

Check to make sure the email address you entered is correct.

Check to make sure that this email address has been added to your "contacts" or "safe senders"

list.aeriesportal@rescueusd.org

Q. I created my account but cannot log on:

A. Make sure you are using the correct password and Username

Check to make sure your CAPS LOCK is off

Click on Forgot Password and follow the directions

Check to be sure that the login page says “Rescue Union School District”

If you did NOT click on the link given, you may have created your account on some other

District’s parent portal. Try creating your account again using this link:

<https://aeries.rescueusd.org/rusdportal/LoginParent.aspx>

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. Use the main telephone number that you gave the school to use to contact you. If that number does not work, try other telephone numbers (including cell phone numbers). This would also be the telephone number that you receive calls on from the site principal, food services, student absences as well as the Superintendent. If none of your phone numbers work, call the Help Contact listed below.

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 aeriesportal@rescueusd.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 rbuenrostro@rescueusd.org with your login information and we will reset your password.

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

A. Once you have logged into your RUSD 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.

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. Parents MUST come to consensus on the information to be provided to the school. Each parent should update their own contact information to insure accuracy in the event of an emergency.

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 a 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.

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 RUSD account. This is completely separate from the confirmation code. The verification code

must be obtained from the school or may be mailed to the home address listed in the student information system. We do not give it out over the phone or by email as a security measure.

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

A. No, provided the student has transferred to another school within the RUSD.

For Additional Assistance, Contact the Technology Department at:

- 530-672-4843
- Or e-mail: rbuenrostro@rescueusd.org