

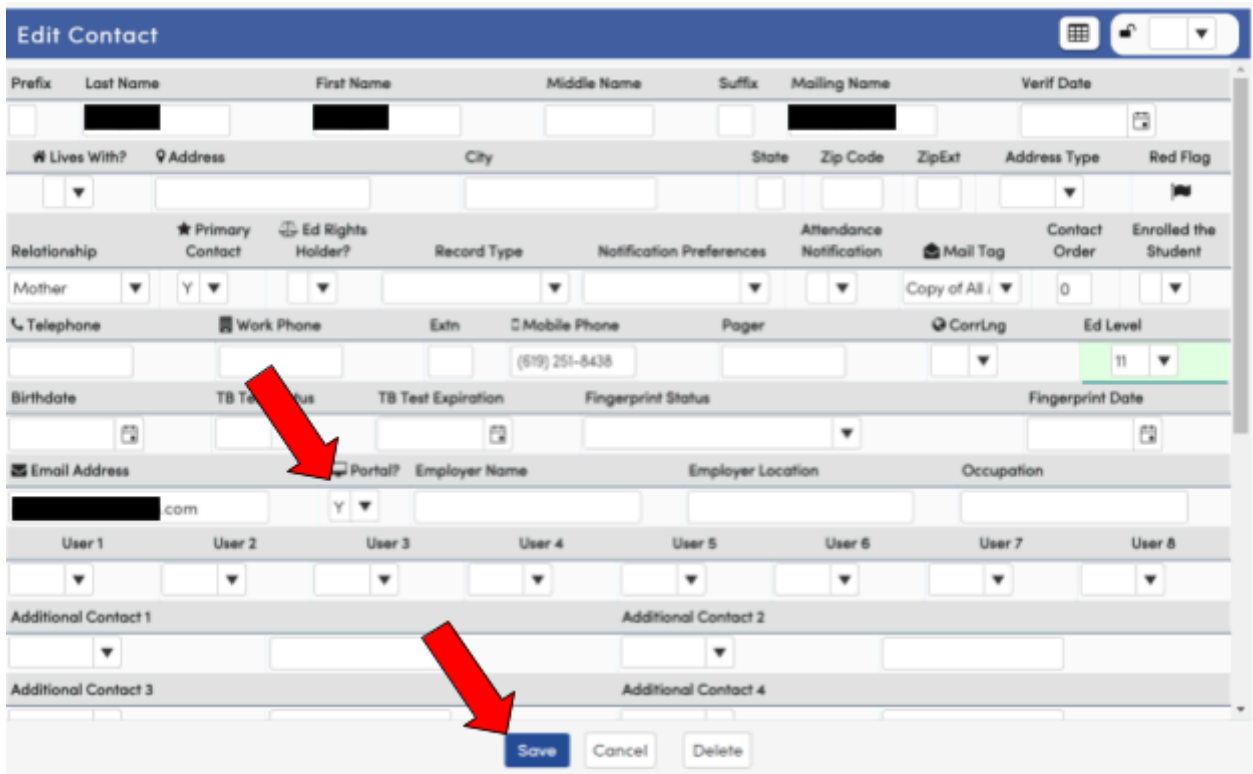
Helping a Parent Access Parent Portal

1. Check the students' contacts. Locate the parent and see if they have portal access for the parent in question. Verify the email address for the parent.



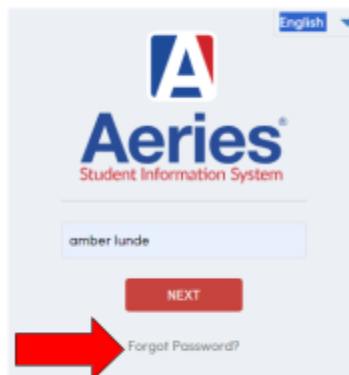
- If they have access to the portal proceed to step 2.
- If they do not have access to the portal, open the contact using the pencil icon to edit.

Under Portal?, select “Y” for access, and save the update.



2. Copy the parent's email address from the portal account.
3. Navigate to the parent portal at <https://aeries.lmsvsd.net/Portal/LoginParent.aspx>
4. Select “forgot password”

La Mesa Spring Valley School District



English

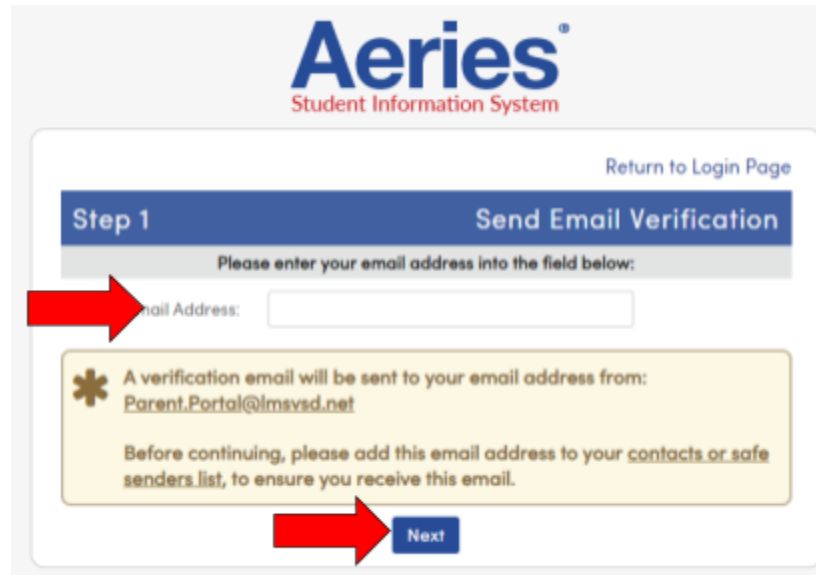
Aeries
Student Information System

amber lunde

NEXT

Forgot Password?

5. Enter the parents email into the email address field. Select next. The parent receive an email with a link to the portal and a request to create a password.



Aeries
Student Information System

[Return to Login Page](#)

Step 1 Send Email Verification

Please enter your email address into the field below:

Email Address:

* A verification email will be sent to your email address from:
Parent.Portal@lmsvdsd.net

Before continuing, please add this email address to your [contacts](#) or [safe senders list](#), to ensure you receive this email.

Next

6. Optional: Email the parent a copy of the on directions for parent portal which is found on the SOM website under IT: Aeries

7. Troubleshooting: if a parent won't get an email go to "Manage Parent/Student Accounts" in Aeries and search for this parent email address or a student ID to check the associated email addresses to this student ID:

Manage Parent/Student Accounts

Manage Parent/Student Accounts

Filter Options







Email Address Search

Student ID


Account Type

Account Status

Emails will be sent from 'Parent.Portals@lmsvcsd.net' [Edit](#)

						Associated Students					
Acct ID	Email	Acct Type	Acct Status	Last Login	Last IP	Name	ID	Grd	Gender	SN	Schl
 	20 [redacted]@hotmail.com	Parent	Active	08/04/2023 9:56 AM	54.219.57.179	[redacted], Rylee Ann	350154	8	F	18799	110 
 	21 [redacted]@hotmail.com	Parent	Active			[redacted], Rylee Ann	350154	8	F	18799	110 

If the email address is not there or misspelled, correct it on the Contact screen by choosing 'N' for the Portal? field and then correct the email and put an 'Y' to the Portal? field to allow parent portal access.

Portal? 

Yes No