



## Frequently Asked Questions

### Aeries Communication

#### Parent Guide

<b>Why didn't I receive a phone call or voicemail message?</b>	<p>Phone messages will be sent to all contacts listed as EMS Contact 1, 2 or 3. You can view or edit your child's emergency contacts through your Aeries Parent Portal Account - <a href="#">VIEW TUTORIAL</a>.</p> <p>In the event you do not receive a phone call or voicemail, please use the website feedback form and submit the following information:</p> <ul style="list-style-type: none"><li>• Your name (and student's name if applicable)</li><li>• Your phone number</li><li>• Your cell phone provider (i.e. AT&amp;T, Verizon, etc.)</li></ul>
<b>Why didn't I receive an email message?</b>	<p>As a parent/guardian, you have the ability to control how you receive messages. There are several reasons why you may not receive an email:</p> <ol style="list-style-type: none"><li>1. Your email was not provided – or – your email may have been listed for more than one contact (i.e. same mail address listed for both the mother and father). <a href="#">VIEW TUTORIAL</a> for updating contact information.</li><li>2. Email notifications may be disabled. Settings can be customized through your Aeries Parent Portal. <a href="#">VIEW NOTIFICATION TUTORIAL</a></li></ol>
<b>Why didn't I receive a text message?</b>	<p>You must opt-in if you wish to receive messages via text. There are two ways to opt-in:</p> <ol style="list-style-type: none"><li>1. Log into your Aeries Parent Portal and check the "SMS" box to receive text messages. <a href="#">VIEW NOTIFICATION TUTORIAL</a></li><li>2. Opt-in when you receive the "join" message (which will be sent on Wednesday, 2/6/19, or if you add a new cell phone number to your contact list or if you are a newly enrolled family)</li></ol> <p>Some users may experience delays in text messages due to cell phone or service provider settings.</p>



<p><b>I do not have a child in school. Why am I receiving messages from Chico Unified School District?</b></p>	<p>Parents have the ability to add emergency contacts through their Aeries Parent Portal. If you are listed as an emergency contact (EMS 1, 2 or 3), the default is that you will receive general and emergency announcements. If you would like to ONLY receive emergency announcements, then please submit your full name, phone number and request to receive only emergency announcements via our online form: <a href="#">VIEW THE ONLINE FORM</a></p>
<p><b>I do not want to receive a ton of messages from the school. How do I set my preference for emergency messages only?</b></p>	<p>If you have access to an Aeries Parent Portal Account, then you have the ability to select “General and Emergency Announcements” or only “Emergency Announcements” directly from your Aeries Parent Portal home screen. *Changes may take up to 48 hours to take effect.</p>
<p><b>Who can I contact with questions or for assistance?</b></p>	<p>If you are having difficulty receiving messages, or customizing your settings, then please use our online form:</p> <p style="text-align: center;"><a href="#">SUBMIT FEEDBACK or GET ASSISTANCE</a></p> <p style="text-align: center;">If you wish to speak with someone directly, please call: Chico Unified School District Office at (530) 891-3000 ext. 20149 -or- speak with your school’s main office staff.</p>

**Quick Links and Resources**

- Aeries Parent Portal: <https://hac.chicousd.org/>
- Aeries Tutorial: [VIEW FULL PARENT TUTORIAL](#)
- Video Tutorials: [VIEW VIDEO TUTORIALS](#)