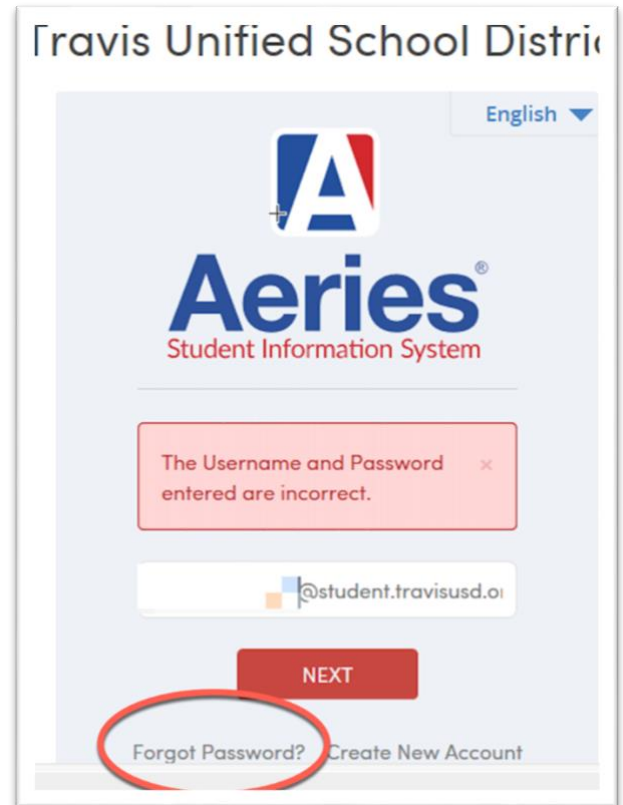


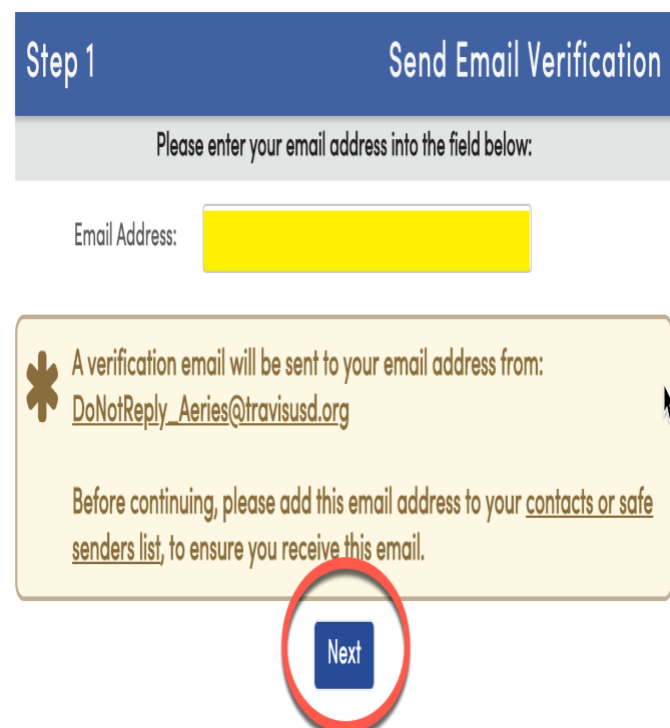
PARENT / STUDENT PORTAL – PASSWORD RESET

FORGOT PASSWORD LINK:

1. From the portal login screen, click on “Forgot Password.”




2. Enter your email address used to sign into the portal.
 - Most students:
#####@student.travisusd.org
 - Some students:
*****.*****.**@student.travisusd.org
 - Click “Next”



THE FOLLOWING SCREEN WILL APPEAR. TO RETRIEVE THE EMAIL CODE:

Step 2 Email Verification

 A verification email has been sent to your email address from:
DoNotReply_Aeries@travisusd.org

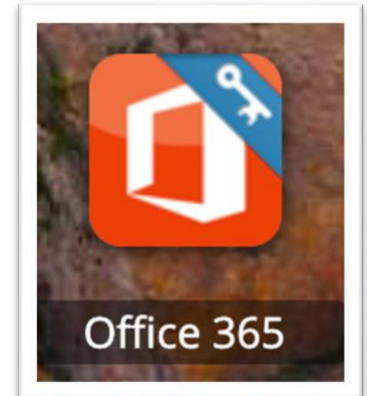
Click the [Click Here](#) link provided in the email or copy and paste the Email Code into the field below

Email Address:

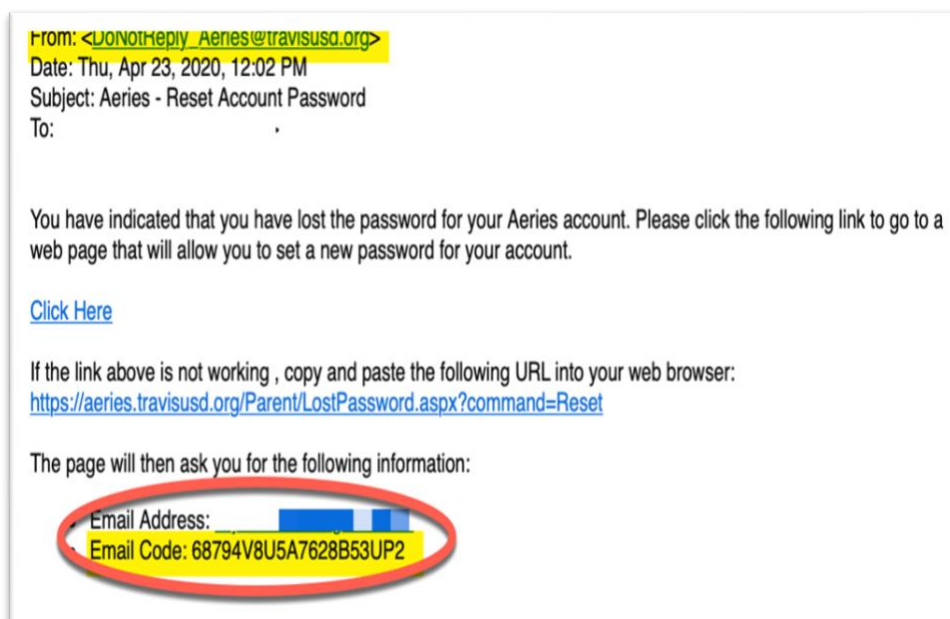
Email Code:

[Next](#)

3. Log into "Launchpad" and click on "Office365".




4. Locate the email from DoNotReply_Aeries@travisusd.org and find the email code.



5. Type in the email address and password into that screen.


Step 2 Email Verification

 A verification email has been sent to your email address from:
DoNotReply_Aeries@travisusd.org

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

Email Address:


Email Code:



6. You will now be asked to enter the 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:



7. A message confirming the password was reset will show. Click on "Return to Login Page" to now enter the new credentials.

[Return to Login Page](#)

Complete

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

[Return to Login Page](#)

MY STUDENT EMAIL IS THE OLD FORMAT. CAN I STILL GET THE EMAIL CODE THROUGH OFFICE365?

Student emails: [****.****.**@student.travisusd.org](#) (prior format) have been forwarded to the student's current school email address: [#####@student.travisusd.org](#).

Students will still use the prior format to log into Aeries portal, but all emails will go to the current email.

WHAT IF I DO NOT KNOW MY LOGIN EMAIL ADDRESS?

Feel free to reach out to your teacher. They can find out the email address you used to sign into the student portal.

- Some students created their portal with an outside email address (@gmail, @yahoo, etc.).
 - If so, they will need to log into that personal email to locate the email code.