Aeries Troubleshooting

Are you having trouble enrolling or with your parent portal?

Issues and Solutions

Problem	Try this
My Student is pre/enrolled and my Parent Portal won't open	**Are you getting there through the Diegueño website? (clicking on the Aeries logo) You can also go to Aeries through my.sduhsd.net. Don't use the Enrollment Aeries.** **Are you using a desktop or laptop? (not a phone)** **Try clearing your cache (directions HERE)** **Close your browser and try again** **Change your password and try again.** **Make sure you are using the same email and password used at registration**
Are you seeing a sibling's account?	**Once your student is fully pre-enrolled/enrolled at Diegueño, and you have used the same email address for both accounts, your students are linked and you can toggle between students.**
I am unable to upload documents	**Be sure to use a desktop or laptop computer with a good internet connection.** **Follow directions HERE**
I received an email that my registration is incomplete	**Log back into Aeries enrollment as a returning user.** **Follow all directions until you come to the very end and click on the "Finish and Submit" green button. Print your 5-7 page confirmation pages** **Sign the last page and email it to: dgenrollment@sduhsd.net**
Still having problems?	**Email dgenrollment@sduhsd.net or call (760) 944-3717 ext 6604**

.