## <u>Issues with receiving emails</u>

If you are not receiving emails from the Capistrano Unified School District, please check the following items first:

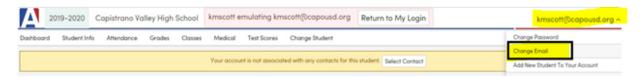
- 1. Log into your Parent Portal account by clicking here.
- 2. Click Student Info, Contacts and review your contact information. The code for each parent needs to be either Parent/Guardian 1 (primary) or Parent/Guardian 2 (secondary) in order to be uploaded to our messaging system. (Note. There can only be one Parent/Guardian 1 and Parent/Guardian 2.)
- 3. Make any changes and click save. Attendance Student Info Dashboard Grades Classes Profile Demographics Contacts Class St Data Confirmation Activities and Awards Authorizations M-4 Curtis, S Fitzgerald Contacts Daffy Duck **Father**

unknown

daffyduck@duckindustries.com

4. If you need to change an email address that is <u>associated</u> to a portal account, the user must change it by clicking the drop down arrow in the right corner next to their email.

Code: Parent/Guardian 2 (P2)



If you have reviewed all contact information and ensured it is accurate and are still not receiving notifications, please send an email to: Aeriessupport@capousd.org

Please include <u>your name</u>, <u>email address</u>, <u>your child's name</u>, <u>7 digit student ID</u>, and the <u>school</u> they attend so we can check to see if you unsubscribed yourself from the messaging system.