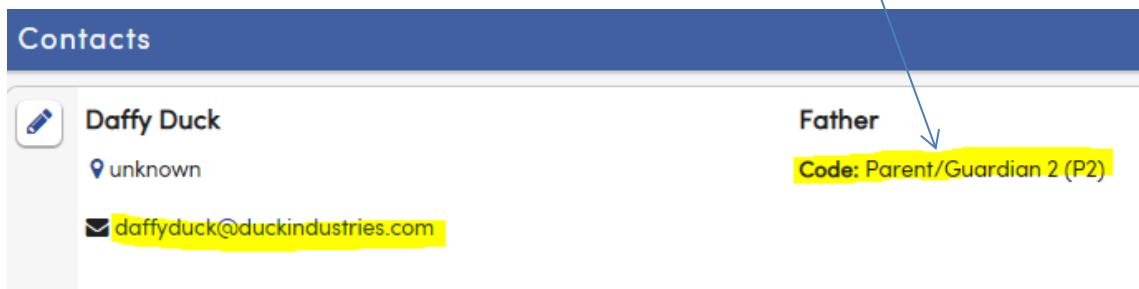
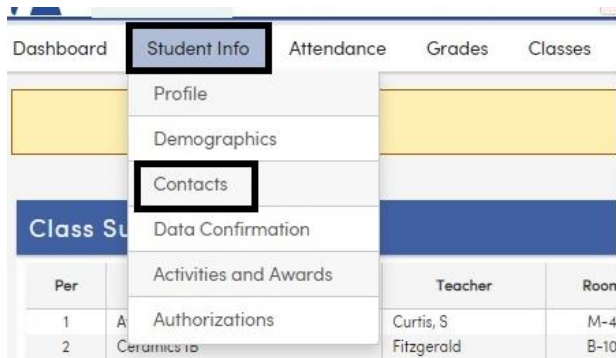


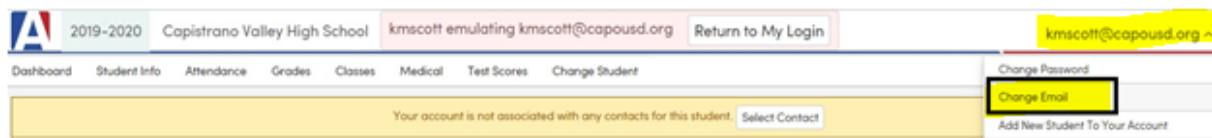
Issues with receiving emails

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.



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



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