Veracross FAQs

FAQ – Understanding Veracross Portals and Help with Passwords

Q. Who has access to portals on the Brentwood Academy website?

A. Each parent and student is provided with portal access and has a unique username and password. Parents should *not* use their child's login and students should *not* use their parent's login information. The portals are designed and geared toward a specific audience, and you do not want to miss important information regarding your role as a parent or student. For example, some teachers use an assignment dropbox for classroom assignments. A student will not have access to the dropbox if logged into a parent's portal.

Q. I am new to Brentwood Academy. When do I receive a username and password to access my Veracross portal?

A. New families receive a "Welcome to Veracross" email around the first week of August. There will be instructions in the body of the email on how to login. Each parent in the household will receive an email. If parents do not receive a "Welcome to Veracross" email by August 10, please continue to read the FAQ. New BA students will receive the welcome email through a new email address, firstname_lastname@baeagles.com, that will be created for each new student as the primary email in Veracross. Students will receive instructions for using the @baeagles.com email during the first week of school and can set a Veracross password after that instruction takes place.

Q. I have children who already attend BA, but I have a new student beginning in the fall. When should I expect my new student to receive his/her login information?

A. Current parents and students retain the same VC user account while attending BA. A new student of a current family will receive the welcome email through a new email address, , firstname_lastname@baeagles.com, that will be created for each new student as the primary email in Veracross. Students will receive instructions for using the @baeagles.com email during the first week of school and can set a Veracross password after that instruction takes place.

Q. Why didn't I receive some or all of the "Welcome to Veracross" emails for each member of my family?

A. There are many reasons why a parent or student may not have received an email from Veracross. Some of the reasons may be: a) an email address has **not** been entered into our database for each parent or student within the household, b) your internet service provider's spam filter blocked the email or flagged it as SPAM/JUNK, c) the email address contains a typographical error or is no longer an active address and needs to be changed in the BA Veracross database.

Q. How do I know if my email address has been entered correctly into the database?

A. Email addresses are entered through the BA online application during the application process for each parent. New admitted students will have a school email address automatically created

for them in the form firstname_lastname@baeagles.com. This automatically becomes the primary email for the student in Veracross. Students will receive instructions for using the @baeagles.com email during the first week of school. If you are a current BA family, you may update your personal information through the Household Profile Update (HPU) form found in the parent portal. Before August 10, new families may request updates to household demographic data by sending an email to veracross@brentwoodacademy.com with details of your request.

Q. Where is the "forgot your login" link on the BA Website?

A. The "Can't access your account" link is located just below the user name window on the website's Veracross log in page.

Q. How can I find my Veracross username?

A. You may use the "Can't access your account" link to retrieve your username. You will need to enter the valid email address that matches the email address we have on file for you in our Veracross database.

Q. I need to reset my password but when I click on "forgot username and password" and enter my email address, I receive an error message stating I have "too many user accounts" and to "contact the system administrator." What should I do?

A. Members of your household must use a unique email address in order to reset the password. Since each parent and each student in a household has a Veracross portal account, each portal user must also have a unique email address. This is the only way the "can't access your account" will work. You may update your email address in Veracross by logging into a "parent" account and clicking on the box labeled "Update Family Profile" found on the homepage of the Veracross portal.

Q. Can you resend my password?

A. Veracross passwords cannot be sent via email due to privacy policies. To reset your password, use the "Can't access your account" link. If you receive an error that refers you to a System Administrator, please send an email with a detailed explanation to veracross@brentwoodacademy.com.

Q. I have tried the password I set up and it does not appear to work. What do I do now?

A. Please be sure you are entering the password exactly as you entered it. Passwords are case sensitive and require at least one number and one uppercase letter. You can also try entering your username and password on a different computer or use a different browser. You might also check to see that cookies are enabled within your browser's preferences.

Q. No matter what I try, I cannot log into my portal. What do I do now?

A. Please contact us by emailing veracross@brentwoodacademy.com. In order for us to diagnose the problem quickly, please include details, examples or print screens detailing the problem you are experiencing. Please include your name, email address, student's name and which portal account within the household is giving you trouble.