

PowerSchool Parent Portal User Guide

Table of Contents

Introduction

Parent Access Management

Sign In to PowerSchool Parent Portal

How to Sign In to PowerSchool Parent Portal

How to Reset Your Password

How to Recover Your Password

How to Recover Your Username

How to Create a Parent Account

Introduction

Welcome to PowerSchool! PowerSchool helps your school access and maintain student, staff, and schedule information. PowerSchool is a database application that runs on a server, which is the center of your student information system. PowerSchool uses the Internet to facilitate student information management and communication among school administrators, teachers, parents, and students.

PowerSchool Parent Portal gives parents and students access to real-time information including attendance, grades and detailed assignment descriptions, school bulletins, lunch menus and even personal messages from the teacher. Everyone stays connected: Students stay on top of assignments, parents are able to participate more fully in their student's progress, and teachers can use their gradebook to make decisions on what information they want to share with parents and students.

Parent Access Management

With the introduction of Parent Access Management, PowerSchool now provides single sign-on access to the PowerSchool Parent Portal. With single sign-on access parents can now have their own individual parent account, including user name and password. Your school's PowerSchool administrator may create your account or may have you create your own account using the appropriate access credentials. Once your account is created, you can manage your account information, link any and all students to your account (for whom you have parental and legal rights to), and set email and notifications preferences for each student linked to your account. If you've forgotten your account sign in information, you can retrieve them by using auto-recovery.

Note: This functionality is only available if enabled by your school.

Get Started

To get started, you must sign in to PowerSchool Parent Portal.

Sign In to PowerSchool Parent Portal

Before you can sign in to PowerSchool Parent Portal, you will need your school's PowerSchool Parent Portal URL, your username, and your password. If you do not have this information or have questions, contact your school.

Note: Do not use someone else's password or give your password to anyone else.

How to Sign In to PowerSchool Parent Portal

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Parent Sign In page appears.
2. Use the following information in the Parent Sign In fields:
 - a. Username
 - b. Password
 - i. Enter your password. The characters appear as asterisks (*) to ensure greater security when you sign in. If you have forgotten your username or password, you can click **Having trouble signing in?** For more information, see *How to Recover Your Username* or *How to Recover Your Password*.
3. Click Sign In. The start page appears. For more information, see *PowerSchool Parent Portal Start Page*.

Notes:

- If your PowerSchool administrator has issued you a temporary password, you may be asked to reset your password upon first signing in. For more information, see *How to Reset Your Password*.
- If your password has expired, you may be asked to reset your password. For more information, see *How to Reset Your Password*.
- If you have exceeded the number of sign in attempts allowed, you may become locked out of PowerSchool. If so, contact your school.

How to Reset Your Password

If your PowerSchool administrator has issued you a temporary password or if your password has expired, use this procedure to reset your password.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Sign into PowerSchool Parent Portal. The Change Your Password page appears.
2. Use the following table to enter information in the fields:
 - a. Current Password
 - b. New Password
 - i. Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.
3. Click **Enter**. The start page appears. For more information, see *PowerSchool Parent Portal Start Page*.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password. The next time you sign in to PowerSchool Parent Portal, use your new password.

How to Recover Your Password

If you have forgotten your PowerSchool Parent Portal password, you will be unable to sign into the PowerSchool Parent Portal. Use this procedure to recover your password. Once you provide your user name and email address, the system authenticates your information and sends a security token to your email address. Using the security token, you can then sign in to PowerSchool Parent Portal, where you will then be required to change your password. For more information, see *How to Reset Your Password*.

Note: The security token is only valid for 30 minutes. If it expires before you can reset your password, perform the *How to Recover Your Password* again.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Parent Sign In page appears.
2. Click **Having trouble signing in?** The Recover Account Sign In Information page appears.
3. Click the **Forgot Password?** tab, if needed.
4. Use the following information in the fields:
 - a. Username
 - b. Email Address
5. Click **Enter**. A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.
6. Once you have received the email, open the email.
7. Click the link in the email. The Recover Password page appears.
8. Use the following information in the fields:
 - a. Username
 - b. New Password
 - i. Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.
9. Click **Enter**. The start page appears. For more information, see *PowerSchool Parent Portal Start Page*.

How to Recover Your Username

If you have forgotten your PowerSchool Parent Portal username, you will be unable to sign into the PowerSchool Parent Portal. Use this procedure to recover your current username. Once you provide your email address, your current user name will be sent to your email.

Note: This procedure is only available if parent single sign-on security is enabled. For more information, see *Parent Access Management*.

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Sign In page appears.
2. Click **Having trouble signing in?** The Recover Account Sign In Information page appears.
3. Click the **Forgot Username?** tab.
4. Enter your email address in the first field.
5. Click **Enter**. A confirmation message appears indicating an email has been sent to you with your current username.

How to Create a Parent Account

Use this procedure to create a new parent account. In order to create an account, you must have the Access ID and Password for at least one student enrolled in school. When creating the account, you will need the Access ID and password for each student you want to associate to your parent account. If you do not have this information or have questions, contact your school.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Parent Sign In page appear.
2. Click **Create Account**. The Create Parent Account page appears.
3. Use the following information in the Create Parent Account section:
 - a. First Name
 - b. Last Name
 - c. Email Address
 - i. The email address you enter is used to send you select information, as well as account recovery notices and account changes confirmations.
 - d. Desired Username
 - i. Enter the username you would like to use when signing in to the PowerSchool Parent Portal. The user name must be unique. If you enter a user name that is already in use, you will be prompted to select or enter another user name.
 - e. Password
 - i. Enter the password you would like to use when signing in to the PowerSchool Parent Portal. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.
 - f. Re-Enter Password
4. Use the following information to Link Students to Account section:
 - a. Student Name
 - b. Access ID
 - i. Enter the unique access ID for the student.
Note: If you do not have this information, contact your school.
 - c. Access Password
 - i. Enter the unique access password for the student.
Note: If you do not have this information, contact your school.
 - d. Relationship
5. Click **Enter**. The Parent Sign In page appears. To continue, see *How to Sign Into PowerSchool Parent Portal*.