

PowerSchool Parent Portal FAQ's

I just completed registration online for my student. What is a PowerSchool Parent Account and why do I need to create it if I already completed registration?

Great question! – When you complete the initial process, you are really pre-registering your student in our district. This is the first step and it enters your student into our system. Once the student account is created in our system, the remainder of the registration needs to be completed. This is done in the PowerSchool Parent Portal.

How do I set up a PowerSchool Parent account?

[Click here](#) for instructions.

Is the log-in different for the PowerSchool Parent account from what I set up originally?

You can use the same email and password, but you do need to set up a PowerSchool Parent account to complete our registration process. See directions at the above link.

I seem to be having trouble using my cellphone to complete registration? What am I doing wrong?

We do not recommend using a cellphone to complete this process. We find that it can be glitchy and you will have much better success on a personal computer.

How do I add a student to a new PowerSchool Parent Portal account?

During the account creation process, you will be asked to link a student(s) to your account. In this section, you will need to enter student information, such as, the student's 9-digit student ID number and the student's legal first name.

How do I add a student to an existing PowerSchool Parent account?

If you already have an existing account but you need to add a student to it, you can do so in the Account Preferences section of your account. Instructions for adding a student are listed below.

1. Go to **Account Preferences**
2. Select the **Students** tab (on the right-hand side)
3. Click the blue **Add** button and enter the student's information

4. Enter your student's name. **This can be a nickname.**
5. The Access ID is the student's **9-digit student ID number**, and the Access Password is the student's **legal first name**
6. In the relationship field, please enter **your** relationship to the student (e.g., father or mother)
7. Once you have successfully added the student, you will see their name in the top section of your account when you login

I tried to add a student to my account and it says "invalid credentials."

If you are copying this information from the registration email, **please be sure there are no spaces in the Access ID and Access Password fields**. If there are any spaces, the system will think the credentials are wrong and you will get an "invalid credentials" error. This space can appear at the beginning or end of the Access ID. If you received this error, try entering the number manually or ensure there are no spaces at the beginning or end of the ID.

I've tried to log into my account and keep getting an error message, what should I do?

- Before beginning the registration process, please be sure you are using a desktop computer or laptop. **The PowerSchool registration forms are not compatible on the mobile version of PowerSchool.**
- If your login to the PowerSchool parent portal has failed, please try clearing the cache on your browser. Instructions for clearing cache are listed below.

Clear Cache in Google Chrome

- On your computer, open Chrome.
- At the top right, click More.
- Click More tools Clear browsing data.
- At the top, choose a time range. To delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.

Clear Cache in Firefox

- Click the menu button and select Options.
- Select the Privacy & Security panel.
- In the Cookies and Site Data section, click Clear Data....

Clear Cache in Microsoft Edge

- Open Microsoft Edge, select Menu (3 dots icon on top right corner of the browser) > Settings > Privacy & services.
- Under Clear browsing data, select Choose what to clear.
- Select "Cached images and files" and "Cookies and other site data" check box and then select Clear.

- If you still cannot login after clearing cache, please contact the student's building for assistance with resetting your password. The password that the school resets is a temporary password so you will need to change it to something more personalized upon your initial login

I forgot my username and/or password. When I click Forgot Password nothing happens. What should I do?

If you have forgotten your username, click the "Forgot Username?" tab.

If you have forgotten your password, click the "Forgot Password?" tab.

If you do not receive an email with this information, check your junk/spam folder to ensure it didn't land there.

If that doesn't help, contact your student's school or our Educational Services Center and they can do a password reset and give you a temporary password. Once you are logged into your account, be sure and check your email address you have entered. This might be the reason you didn't receive a password reset.



To check your "Account Email," once logged into your Parent Portal Account, click on Account Preferences.

The Account Preferences tab will give you the ability to change the name, email address, username or password associated with your parent account.

I'm trying to validate my email address and it just keeps spinning? What do I need to do?

Occasionally, we have seen this happen with PowerSchool. Try to log back into your PowerSchool parent account and see if it works.

I've already completed registration. Why do you keep emailing me?

If you get a reminder that registration is not complete, it is one of two things:

- Registration consists of two parts – the pre-registration and final registration. Both must be completed for enrollment.
- It can be easy to miss the final "SUBMIT" button when you have completed all questions. Log back in and ensure that final submission has been completed.

Is there a way for me to view or print my complete registration?

Sign in to your PowerSchool Parent Portal account and click on "Registration 20xx-20xx."

PowerSchool SIS

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Grades and Attendance

Grades and Attendance Standards G

Exp	Last Week			
	M	T	W	H
AM-PM(P)				
Rd-La(P)				
Sci(P)				
Ma(P)				
WH(P)				
SS(P)				
Spc(P)				