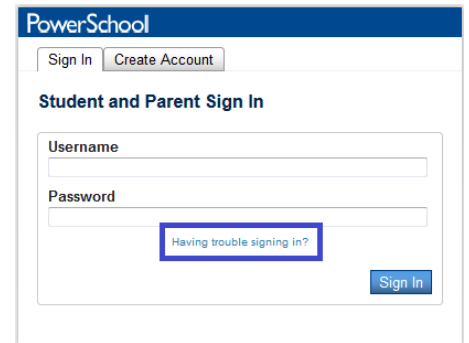


PowerSchool Parent Accounts – Recovering your Password or User Name if Forgotten

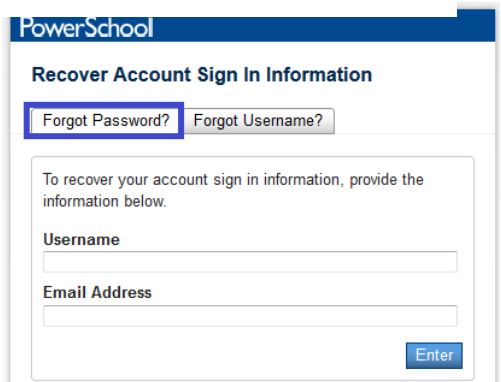
How to Recover Your Password

If you have forgotten your PowerSchool Parent Portal password, you will be unable to log into the PowerSchool Parent Portal. Use this procedure to recover your password. If you provide the correct username and email address, the system authenticates this information and sends a security token to the valid email address. Using the security token, you can log back into the PowerSchool Parent Portal where you will then be required to change 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.

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Log In page appears.
2. Click the **Having trouble logging in?** link. The Recover Account Login Information page appears.
3. Click the Forgot Password? tab, if needed.
4. Enter your user name in the first field.
5. Enter your email address in the second field.



6. Click Enter. A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.

How to Recover Your User Name

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

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Log In page appears.
2. Click the **Having trouble logging in?** link. The Recover Account Login Information page appears.
3. Click the Forgot User Name? 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 user name.

