PowerSchool Handbook

Parent and Student Portal Administration

Version 4.0
September 2, 2019

PowerSchool

Table of Contents

Part 1: Overview

Note to the Principal

This handbook is intended to provide important information regarding the setup and implementation of the Parent/Student Portal. It is useful to familiarize yourself with the various aspects that contribute to the information displayed in the portal. This familiarity will enable you to control the portal features to best fit the needs of your school community.

Consider the following points before implementing the PowerSchool Parent/Student Portal at your site:

- How does the PowerSchool Parent/Student Portal work and what type of information does it display? - See **PowerSchool Parent/Student Portal FAQ – p. 6**

- What are some methods that other schools have used to successfully implement the PowerSchool Parent/Student Portal? - See **Models of the Parent/Student Portal Implementation - p. 9**

- What does my site have to do before we distribute Parent Access information? - Follow the steps in **Parent/Student Portal Setup – p. 10**

One note of caution: The PowerSchool Parent/Student Portal has the ability to provide parents with **class assignment information**. This information comes directly from what teachers enter into **PowerTeacher Gradebook**. It is advantageous to adopt a policy at your school to ensure Gradebook Assignments are consistently used and scored by teachers in all classrooms. When some teachers create and score assignment information and others do not, there is a visual discrepancy in in PowerTeacher Gradebook. Parents are known to contact the school to report this.

FAQ for Parent/Student Portal

What is the PowerSchool Parent/Student Portal?

The PowerSchool Parent/Student Portal is a website parents and students can use to view up to date information on Attendance, Assignments, and other academic information. The PowerSchool Parent/Student Portal is accessible from any computer or device with an internet connection.

What academic information is accessible to parents and students?

With minimal school set up, parents and students can access the following information:

- Attendance
- Grades and Assignments
- Email Notifications
- Teacher Comments
- Schedule Information
- Score Reports
- Account Preferences

Who can have access to the PowerSchool Parent/Student Portal?

Any parent/guardian who is listed on the PK – 12 Enrollment form can request access to the PowerSchool Parent/Student Portal.

How does a Parent or Student receive access to the PowerSchool Parent/Student Portal?

The school site is responsible for securely distributing Access ID and Passwords to parents/guardians. The school must verify that the person has no legal restrictions to access the student data before issuing the Access information. Access information may be handed to the verified parent/guardian, or it can be mailed or emailed to the address on the PK – 12 Enrollment form. *The site cannot hand the information to the student for them to take home.*

Parents receive access to the PowerSchool Parent/Student Portal in one of two ways:

1. Parents create their own account in the Parent/Student Portal, then using an Access ID and Password issued by the school link their student to the account.
2. Power Users can create a Parent/Student Portal account and temporary password for the parent, then link the student to the parent's account.

Students access the Student Portal using their Active Directory (AD) username and password.

What PowerSchool set up is required for information to be viewable in the PowerSchool Parent/Student Portal?

Some set up is required in PowerSchool in order for grade information to be viewable. Beyond that, parents will see data that already exists in PowerSchool.

The following items must be set up in PowerSchool:

- **Quick Lookup Preferences** – The settings on this page specify which grades appear on the **Quick Lookup** page in PowerSchool Administrator, and on the **Grades and Attendance** page in the Parent/Student Portal.

- **Current Grade Display** – The term selected on this page determines the **reporting terms used in the parent email notifications** for the Parent/Student Portal.

- **Parent/Student Access** – This page is used to configure the Parent/Student Portal at your school. You have the option to disable access to the Parent/Student Portal, override the default term, and disable specific features so that parents and students cannot access them

- **Daily Bulletin (optional)** – The Daily Bulletin can be used to post announcements, messages, and reminders viewable in the Parent/Student Portal, PowerTeacher, and PowerSchool.

- **School Map (optional)** – Use this page to upload a map of your school. The map is viewable on the **School Information** page, in the Parent/Student portal.

What if one teacher uses Gradebook but another does not?

Parents may notice inconsistencies if some of the teachers are using Gradebook to enter assignments and scores, and others are not.

Parents may also notice inconsistencies with the Grades displayed if your school has not updated the **Quick Lookup Preferences** page in PowerSchool.

Who will provide technical support to the parents?

The school site is primarily responsible for providing technical support to parents. A Parent Guide is provided that your school can customize and provide to parents. If parents at your school encounter an application error in the Parent Portal, you should contact the ITSS Help Desk. Please do not have parents call.

Someone at your school, most likely the Power User, will need to be responsible for assisting parents with the following tasks:

- **Create Parent Portal accounts** for parents having trouble creating one for themselves.

- **Reset parent passwords** for parents having trouble resetting their own password.

- **Disable Parent Portal accounts** that will no longer be used.

- **Unlock Parent Portal accounts** for parents who have exceeded the login attempts.

Implementation Steps

The PowerSchool Parent Portal allows parents/guardians to access academic information about their students. To ensure the safety and confidentiality, your site must only utilize secure processes for distributing the Access IDs and Passwords to parents. The process must include steps for verifying that only the appropriate people receive account information. Your site is responsible for providing methods for support to your parents. Resource documents have been created for your convenience. Handouts, video tutorial and more can be accessed on the district PowerSchool page. You may link the parent instruction sheet, video tutorial, or other parent guidance to your school webpage if you wish.

Your school administrator will designate a staff member (Vice Principal or Power User) as the **Site Parent Portal Coordinator**. See the Implementation Models below for suggested responsibilities for your Site Parent Portal Coordinator.

This overview includes a task list with suggestions for implementation. You may create your own method of implementation as long as the task objectives are met.

	Task	Option A	Option B	NOT AN OPTION
1	Adopt a process for verifying if a parent has legal access to student data.	Attendance clerk checks the Enrollment form and Legal Bindings in PowerSchool.	Secretary checks the Enrollment form and Legal Bindings in PowerSchool.	Not checking the enrollment form and Legal Bindings field.
2	Determine a rollout plan to distribute Access information to parents that includes verifying the appropriate parent receives the information.	Parent must attend a "Parent Portal Night" where a school employee checks a photo ID.	Access ID and Password information is mailed or emailed home to the address on the enrollment form.	Give the Access ID and password to the student to take home to the parent.
3	Create a plan for providing instructions to parents.	Parents will receive training during "Parent Portal Night."	Parents receive Parent Portal Parent Guide on how to use the application.	No information provided to parents.
4	Provide support for parents who have technical/password questions.	Parents will contact the Site Parent Portal Coordinator or a school administrator.		Ask parents to contact the IT Help Desk for assistance.
5	Provide ongoing portal maintenance to parents who forget their passwords, and are having difficulty resetting it themselves, or whose accounts have been disabled.	Ask the parent to come in with a picture ID. Site Parent Portal Coordinator or Power User will provide or change their password.		Provide a password to someone calling on the phone. Provide a password via email. Send a password home with the student.

Part 2: Parent/Student Portal Setup

Quick Lookup Preferences Setup

The **Quick Lookup Preferences** page is where you specify which grades are seen on the Quick Lookup page in PowerSchool Administrator as well as on the **Grades and Attendance** page in the Parent/Student Portal.

Secondary schools must update the **Quick Lookup Preferences** page once the permanently stored grades process has completed for each Grade Reporting Term.

1. From the **Start Page**, select **School**, under Setup.

2. Select **Quick Lookup Preferences**, under **General**.

3. Configure the **Quick Lookup Preferences** page as follows:

    - For each **Store Code**, turn on the checkbox if you wish to display these grades in PowerSchool Administrator, PowerTeacher, and the Parent/Student Portal.

    - Under **Source of Data**, select either:

        Gradebook (Current) – This will display the current grade directly from the teacher's Gradebook. This grade will change as the teacher updates their Gradebook.

        > **IMPORTANT!**
        > *Secondary Schools* – If grades have *not been stored*, always use the **Gradebook** setting.
        > *Elementary school* – Since Standards are *not stored*, always use the **Gradebook** setting.

        Historical (Stored) – This will display the Stored Grade.

        > **IMPORTANT!**
        > *Secondary Schools* - Once grades have *been stored*, update to the **Historical** setting.

    - Use the **Sort** fields to change the order of the **Store Codes** as they appear on the Quick Lookup Preferences setup page and the Quick Lookup page.

    - **Show Citizenship Grade** – Check this box to display the Citizenship grade.
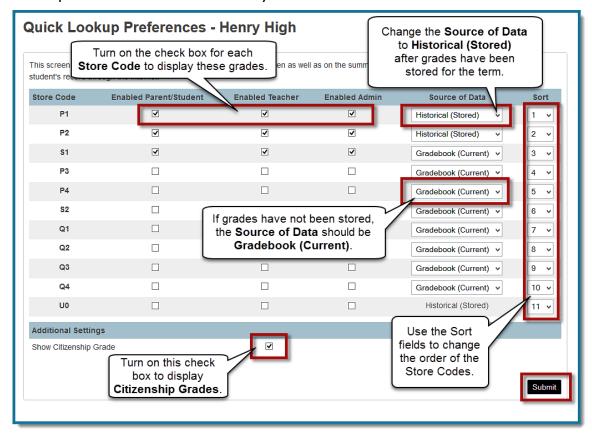
        > **IMPORTANT!**
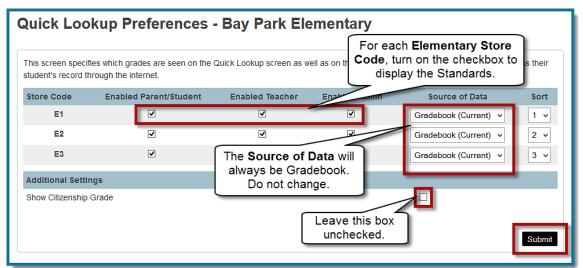   > **Elementary Schools** - Leave this box *UNCHECKED*.

4. Click **Submit**.

See sample set up views on the following page.

Sample View: Secondary School

Quick Lookup Preferences - Henry High

Turn on the check box for each **Store Code** to display these grades.

Change the **Source of Data** to **Historical (Stored)** after grades have been stored for the term.

This screen [...] en as well as on the summ[...] student's rec[...] the internet.

Store Code	Enabled Parent/Student	Enabled Teacher	Enabled Admin	Source of Data	Sort
P1	☑	☑	☑	Historical (Stored)	1
P2	☑	☑	☑	Historical (Stored)	2
S1	☑	☑	☑	Gradebook (Current)	3
P3	☐	☐	☐	Gradebook (Current)	4
P4	☐	☐	☐	Gradebook (Current)	5
S2	☐			Gradebook (Current)	6
Q1	☐			Gradebook (Current)	7
Q2	☐			Gradebook (Current)	8
Q3	☐	☐	☐	Gradebook (Current)	9
Q4	☐	☐	☐	Gradebook (Current)	10
U0	☐	☐	☐	Historical (Stored)	11

If grades have not been stored, the **Source of Data** should be **Gradebook (Current)**.

Additional Settings

Show Citizenship Grade ☑

Turn on this check box to display **Citizenship Grades**.

Use the Sort fields to change the order of the Store Codes.

Submit

Sample View: Elementary School

Quick Lookup Preferences - Bay Park Elementary

For each **Elementary Store Code**, turn on the checkbox to display the Standards.

This screen specifies which grades are seen on the Quick Lookup screen as well as on th[...] their student's record through the internet.

Store Code	Enabled Parent/Student	Enabled Teacher	Enabled Admin	Source of Data	Sort
E1	☑	☑	☑	Gradebook (Current)	1
E2	☑	☑	☑	Gradebook (Current)	2
E3	☑			Gradebook (Current)	3

The **Source of Data** will always be Gradebook. Do not change.

Additional Settings

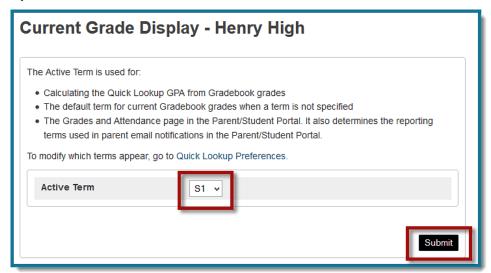Show Citizenship Grade ☐

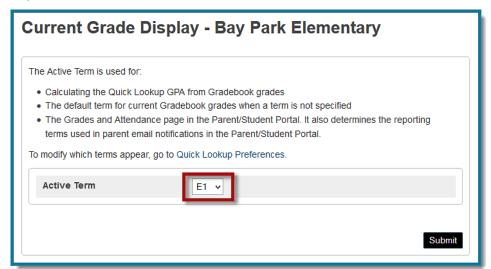Leave this box unchecked.

Submit

Current Grade Display Setup

The **Active Term** selected on this page determines the **reporting terms used in the parent email notifications** in the Parent/Student Portal.

1. From the **Start Page**, select **School**, under Setup.

2. Select **Current Grade Display**, under Grading.

3. Select the appropriate term from the **Active Term** drop-down.

4. Click **Submit**.

Secondary Schools

Current Grade Display - Henry High

The Active Term is used for:

- Calculating the Quick Lookup GPA from Gradebook grades
- The default term for current Gradebook grades when a term is not specified
- The Grades and Attendance page in the Parent/Student Portal. It also determines the reporting terms used in parent email notifications in the Parent/Student Portal.

To modify which terms appear, go to Quick Lookup Preferences.

Active Term   S1 ▾

Submit

Elementary Schools

Current Grade Display - Bay Park Elementary

The Active Term is used for:

- Calculating the Quick Lookup GPA from Gradebook grades
- The default term for current Gradebook grades when a term is not specified
- The Grades and Attendance page in the Parent/Student Portal. It also determines the reporting terms used in parent email notifications in the Parent/Student Portal.

To modify which terms appear, go to Quick Lookup Preferences.

Active Term   E1 ▾

Submit

Portal View and Access Control

The **Parent/Student Access** page is used to control view of the features in the Parent/Student Portal.

Access to the Parent/Student Portal can be disabled, the default term can be overridden, and specific features can be disabled so that parents and students cannot access them.

1. On the **Start Page**, under Setup, select **School**.

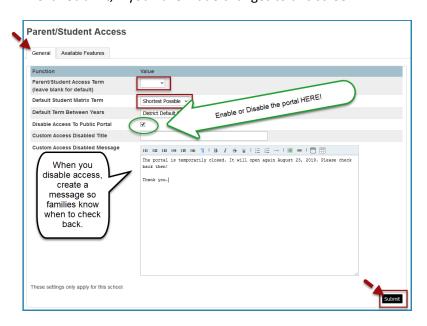2. On the **School Setup** page, under General, select **Parent/Student Access**.

The General tab:

- Leave the **Parent/Student Access Term** selection blank to use the default term.

   NOTE: If a term is selected in this field it will override the default term set on the **Miscellaneous** page in School Setup.

- The **Default Student Matrix Term** determines what is displayed on the My Schedule page (Matrix View tab) in the Parent/Student Portal.

Enable and Disable the Portal

- Check the box **Disable Access to Public Portal**, to temporarily shut down access to the Parent/Student Portal. Include a brief message to explain why the portal has been disabled and the date it will be enabled.

- Click **Submit**, if you have made changes to this screen.

The Available Features tab:

- Check the box of the feature you wish to disable. When a feature is disabled, parents and students will not be able to view the feature information in the Parent/Student Portal.

  o **Secondary Schools** – Check the Standards box to disable this feature in the Parent/Student Portal.

  o **Elementary and K-8 schools** – During grade reporting and parent/teacher conference time, check the Standards box to disable viewing access in the Parent/Student Portal.

    After conferences are over, uncheck the Standards box to enable viewing of Standards in the Parent/Student Portal.

- Click **Submit** if you have made changes to this screen.

Daily Bulletin Setup(Optional)

The daily bulletin is a tool administrators, secretaries, counselors, teachers, and staff use to post announcements, messages, and reminders to staff in PowerSchool, and to parents and students in the PowerSchool Parent/Student Portal.

Creating Bulletin Items

1. On the **Start Page**, click **Special Functions**.

2. Select **Daily Bulletin Setup**.

3. Click **New**.

4. Enter a **Date Range**.

5. Select the **Target Audience**.

    - **Public:** All users (administrators, parents, students, and teachers) can view the item.

    - **Teacher Users**: Administrative users and teachers can view the item.

    - **Admin Users**: Only administrative users can view the item.

6. Enter a **Sort Order**: Use the default sort order of 0 for items that are very important and need to be listed first.

7. Enter an **Item Title**.

8. In the **Item Body**, type your message using the formatting toolbar.

9. Click **Submit**.

Editing Bulletin Items

1. On the **Start Page**, click **Special Functions**.

2. Select **Daily Bulletin Setup**.

3. Click the **start date** of the bulletin item you wish to edit.

4. Edit the **Date Range** or **Target Audience** fields.

5. Enter a **Sort Order**: Items that have the same sort order will sort by date.

   Use the default sort order of 0 for items that are very important and need to be listed first.

6. Edit the **Item Title** and **Item Body** fields.

7. Click **Submit**.

Deleting Bulletin Items

1. On the **Start Page**, click **Special Functions**.

2. Select **Daily Bulletin Setup**.

3. Click the bulletin item's **Start Date**.

4. Click **Delete**.

Viewing All Bulletin Items

1. On the **Start Page**, click **Special Functions**.

2. Select **Daily Bulletin Setup**.

3. Below the list of items, click **Show All Bulletin Items**, including expired terms.

School Map Setup (Optional)

You can upload a map of your school that is viewable on the **School Information** page in the Parent/Student Portal.

The following formats are recommended for upload: PDF, JPEG, PNG.

How to Upload a School Map:

1. On the **Start Page** under Setup, select **School**.

2. On the **School Setup** page under General, select **School Map**.

3. Click **Choose file (or Browse)** on the School Map page.

4. Select the **School map file**.

5. Click **Submit.**

6. The map file appears as a download link on the School Map page.

How to Delete a School Map:

If you need to remove the School Map, do the following:

1. On the **Start Page** under Setup, select **School**.

2. On the **School Setup** page under General, click **School Map**.

3. Click **Delete School Map**. The School Map page appears and the school map link is removed.

Part 3: Enabling Portal Access

Enabling Parent Access and Assigning Access ID and Access Password

Before parents are able to create an account, you must enable their access to Parent Portal and assign them an Access ID and Password. This access information is the key for parents to create an account to link their student to their Parent Portal account.

NOTE: This process **does not assign or change** the Student's Username or Password

Group of Students: Enable Parent Access and Assign Parent Access Information

1. On the **Start Page**, select the group of students whose parents have requested access to Parent Portal.

2. Click the **Select Function** menu.

3. Select **ID/Password Assignment**.

4. On the **Assign ID and Password** page, the radio button defaults to the student group.

5. All other fields are set by default and disabled.

6. Click **Submit**.

7. A **confirmation message** indicates all students have been processed. This means portal access is enabled and the system assigned an Access ID and Access Password to your current student selection. To view this information, visit the **Access Accounts** link from the Student page menu.
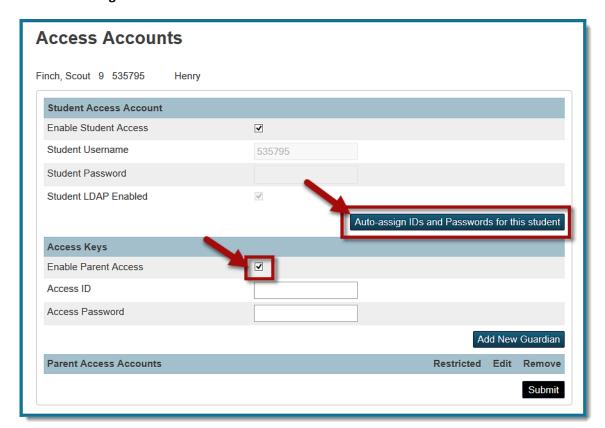
Individual Student: Enable Parent Access and Assign Parent Access Information

1. On the **Start Page**, search for and select the student.

2. On the **Student Page** main menu, select **Access Accounts.**

3. On the **Access Accounts** page, check the **Enable Parent Access** box.

4. Click **Auto-Assign IDs and Passwords for this student**.

5. Once the Access ID and Password have been generated, a confirmation message indicates the changes have been saved.

Access Accounts

Finch, Scout   9   535795   Henry

✔ Changes Saved

Student Access Account	
Enable Student Access	☑
Student Username	535795
Student Password	
Student LDAP Enabled	☑

[Auto-assign IDs and Passwords for this student]

Access Keys	
Enable Parent Access	☑
Access ID	12345678
Access Password	123456

[Add New Guardian]

Parent Access Accounts	Restricted	Edit	Remove

[Submit]

Print Parent Access Information

The school site is responsible for securely distributing Access ID and Passwords to parents/guardians. The school must verify that the person has no legal restrictions to student data before issuing the Access information. Access information may be handed to the verified parent/guardian, or it can be mailed or emailed to the address on the PK – 12 Enrollment form. *The site cannot hand the information to the student for them to take home.* Refer to Part 1, Implementation Steps, for detailed suggestions to reach parents with their access information.

Parent Portal Access Letter (PDF)

A new report has been added to PowerSchool to simplify the process of providing parents with Access ID and Passwords for the Parent Portal. Schools can run this report for a single student or multiple students. It is available in English and Spanish with additional translations coming soon.

Reminder! Before running this report, Access IDs and Passwords must be set up for your school. If you run the Parent Portal Access Letter without setting up Access IDs and Passwords, the letter will have missing information.

Create the letter for a group of students:

1. On the **Start** page, select your students
2. From the Select Function dropdown, click **Print Reports**
3. Select the **Parent Portal Access Letter**
4. Click **Submit**
5. On the **Report Queue** page, refresh the page until the status changes to **Completed**.
6. Right-click on **View** and **Open Link in New Tab**.
7. Open the tab to view and print the PDF letters.

Create the letter for a single student:

1. On the **Start** page, select your student
2. Select **Print a Report** in the upper, left-hand corner of the page
3. Select the **Parent Portal Access Letter**
4. Click **Submit.**
5. On the **Report Queue** page, refresh the page until the status changes to **Completed**.
6. Right-click on **View** and **Open Link in New Tab**.
7. Open the tab to view and print the PDF letters.

Sample

![San Diego Unified School District logo]

San Diego Unified
SCHOOL DISTRICT

Roosevelt International Middle
3366 Park Bl
San Diego, CA 92103
Phone: (619) 293-4450

May 20, 2019

To the Parent/Guardian of **Fox Mack**:

After you create a Parent Portal account, you will have access to view Fox's current grades, attendance, and schedule information. If you have internet access, you can view this information at any time.

You will need this *Access ID* and *Access Password* to link Fox's information to your Parent Portal account:

Access ID: **70732935**

Access Password: **167892**

Please keep your access information confidential.

For step-by-step instructions on creating your Parent Portal account, visit the Parent Portal website at ***https://powerschool.sandi.net*** and click the Video Tutorial or Instructions link.

Please contact Roosevelt International Middle at (619) 293-4450 for more information.

Enabling Student Access

When **Student Access** is enabled, the student is able to sign on to the PowerSchool Student Portal. Students log in using their Active Directory (AD) username and password.

For instructions on obtaining student usernames and passwords, see the **System Administration for Power Users Handbook: Accessing Student AD Usernames and Passwords**

Mass Enabling Student Portal Access for All Students

Mass enabling Student Access usually takes place at the beginning of school with a new group of incoming students. Mass enabling will not affect students that already have access.

1. On the **Start Page**, select **All** students

2. Click the **Select Functions** button and select **Student Field Value**.

3. On the **Student Field Value** screen, select **Allow Student Portal Login**.

4. Enter the number **1** in the **New Field Value** window.

5. Click **Submit**.

Student Field Value

	2436 Students are selected
Option	**Value**
Field To Change (Fields)	Allow Student Portal Login ⌄
New Field Value	1
	☐ Clear Field Value
	Insert * to use the current field value with the new field value.
Options	☐ Do not overwrite existing data.
	WARNING: This change is irreversible.
	Submit

Enabling Access for an Individual Student

1. On the **Start Page**, select the student.

2. From the **Student** page, select **Access Accounts**.

3. On the **Access Accounts** screen, check the **Enable Student Access** box.

4. Click **Submit**.

Disabling Access for an Individual Student

1. On the **Start Page**, select the student.

2. From the **Student Page**, select **Access Accounts**.

3. On the **Access Accounts** screen, **uncheck** the **Enable Student Access** box.

4. Click **Submit**.

Part 4: Troubleshooting to Support Parents

Support for Parents

Each individual school site is responsible for supporting their parents with Parent Portal issues. **Do not** refer them to the Help Desk for support. If you have a question or need to report an issue, contact the Help Desk at (619) 209- HELP.

Occasionally, the school site Power Users may be asked to create a Portal account for a parent who is having difficulty creating one for themselves.

Even though parents have the ability to manage their portal account and password, Power Users may also be asked to reset parent account passwords or enable accounts that have been disabled.

NOTE: Each time a parent account is created or updated, an email notification is automatically sent to the parent.

If your school does not want the parent to receive a notification of a change, the parent account should be disabled before making the update, then re-enabled after the update has been submitted. (See page46, **Disabling a Parent Account**).

In PowerSchool: Create a Parent Portal Account and Link the Student

Parent Portal Accounts can be created using one of two methods:

- Using the **Access Accounts** link on the Student page.

- Using the **Parent** tab or the **Parent Search** link on the Start Page.

Using the Student Page to Create a Parent Account

1. On the **Start Page**, search for and select the student.

2. On the **Student** page, under Information, select **Access Accounts.**

3. On the **Access Accounts** page**,** click the **Add New Guardian** button.

4. On the **Search Filter** pop-up window, enter the parents name to check for an existing portal account.

If a Matching Account Exists

The parent's name will be listed.

1. Select the *parent's* relationship *to the student* from the **Relationship** drop-down menu.
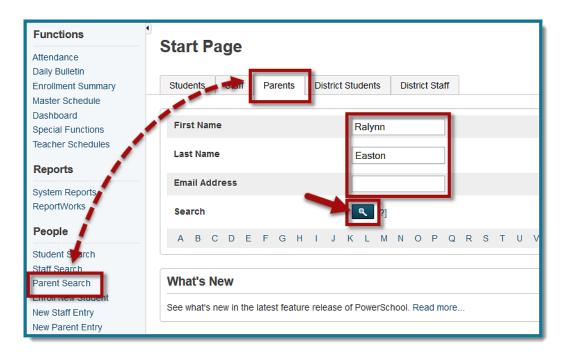
2. Check the **Add** box.

3. Click the **Add** button.

A confirmation message states that the **Changes were Saved**, and the parent appears on the **Access Accounts** page.

If a Matching Account Does Not Exist

You will receive a message that states **No Parents were found that matched your search filter.**

1. Select **New Parent Account**.

2. On the **New Parent** pop-up window, enter the parent's **First Name** and **Last Name**.

3. Enter the parent's **Email Address**.

    This email address is unique to this Parent Portal account. Each parent/guardian must have their own email address.

4. **Relationship:** Select the *parent's* relationship *to the student* from the drop-down menu.

5. Enter the **Username** the parent will use to sign in to the Parent Portal.

    Usernames are unique. You will be prompted if the username is already in use.

6. Enter a **Password** (*changeme* or *password* are good examples).

    This password will be temporary. The parent will be prompted to change it when they sign in.

7. Re-enter the **Password**.

8. Click **Submit**.

A confirmation message states that the **Changes were Saved**, and the parent appears on the **Access Accounts** page.

Using the Parent Tab or Parent Search Link to Create the Parent Account

1. On the **Start Page**, select the **Parents** tab *or* the **Parent Search** link.

2. Search using the parent's First Name, Last Name or email address.
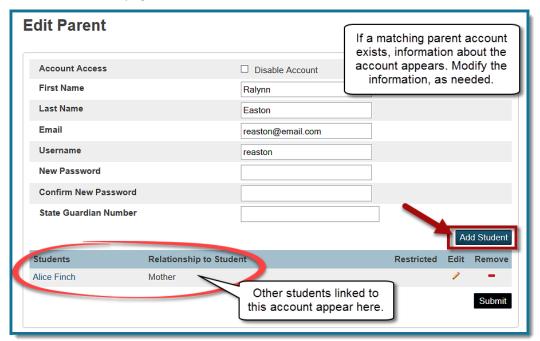
3. Click the **search button**.
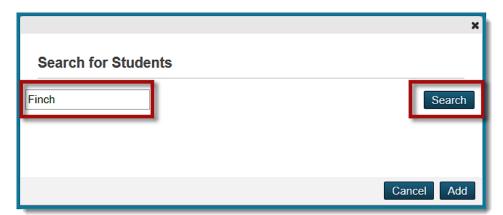
If a Matching Account Exists

Information about the matching account appears on the **Edit Parent** page.

IMPORTANT! If a student from another school has been linked to the parent's account, that student will show up in the matching account information. Schools should be very careful to only modify Parent Portal information for parents associated to students at your school.

1. On the **Edit Parent** page, click **Add Student**.

2. On the **Search for Students** screen, enter the student's last name and click **Search**.
   You are searching for students with this last name at *YOUR* school.

3. Next to the appropriate student, select the *parent's relationship to the student* from the **Relationship to Student** drop-down menu, and check the **Add** box.

4. Click the **Add** button.

A confirmation message states that the Parent account was updated, and the student appears on the **Edit Parent** page.

Students who appear on this screen are linked to the parent's account. Only students who attend your school can be edited. You cannot update or remove a student who attends another school.
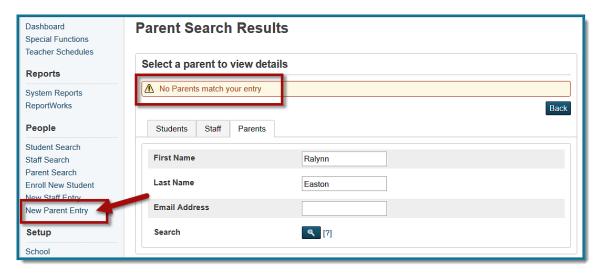
If a Matching Account Does Not Exist

You will receive a message that states **No Parents match your entry.**

1. Select **New Parent Entry** to create a new account.

2. On the **New Parent Account** page, enter the parent's **First Name** and **Last Name**.

3. Enter the parent's **Email Address**.

   This email address is unique to this Parent Portal account. Each parent/guardian must have their own email address.
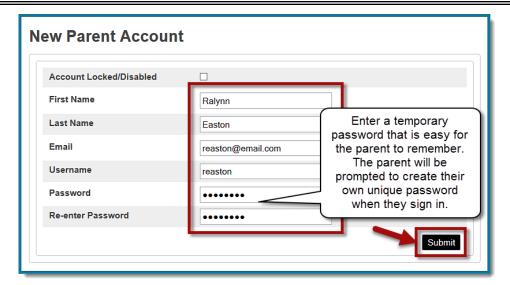
4. Enter the **Username** the parent will use to sign in to the Parent Portal.

   Usernames are unique. You will be prompted if the username is already in use.

5. Enter a **Password** (*changeme* or *password* are good examples).

   This password will be temporary. The parent will be prompted to change it when they sign in.
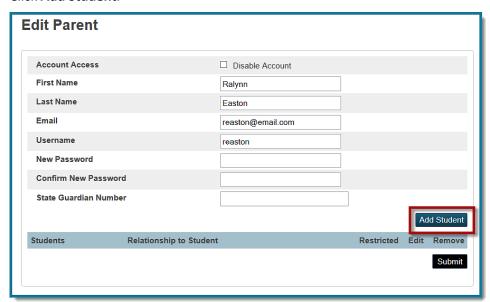
6. Re-enter the **Password**.

7. Click **Submit**.

New Parent Account

Account Locked/Disabled	☐
First Name	Ralynn
Last Name	Easton
Email	reaston@email.com
Username	reaston
Password	••••••••
Re-enter Password	••••••••

Enter a temporary password that is easy for the parent to remember. The parent will be prompted to create their own unique password when they sign in.

Submit

You will be taken back to the **Edit Parent** page.

8.   Click **Add Student**.

Edit Parent

Account Access	☐ Disable Account
First Name	Ralynn
Last Name	Easton
Email	reaston@email.com
Username	reaston
New Password	
Confirm New Password	
State Guardian Number	

Add Student

Students	Relationship to Student	Restricted	Edit	Remove

Submit

9.   On the **Search for Students** screen, enter the student's last name and click **Search**.

Search for Students

Finch

Search

Cancel   Add

10. Next to the appropriate student, select the relationship from the **Relationship to Student** drop-down menu, and check the **Add** box.

11. Click the **Add** button.

A confirmation message states that the Parent account was updated, and the student appears on the **Edit Parent** page.

Students who appear on this screen are linked to the parent's account. Only students who attend your school can be edited. You cannot update or remove a student who attends another school.
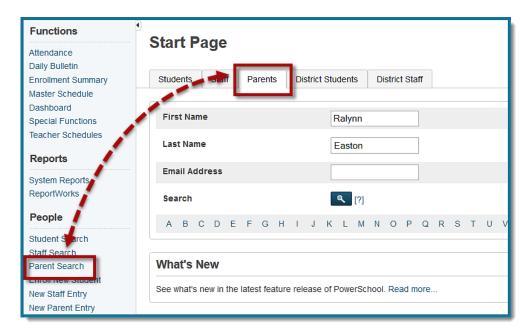
Adding a Student to a Parent Account

If a parent needs help adding their student to their account, the Power User can do it for them.

The parent must have a parent portal account before the student can be added.

1. On the **Start Page**, select the **Parents** tab, _or_ the **Parents Search** link.

2. Search for the parent. The information about the account appears on the **Edit Parent** screen.
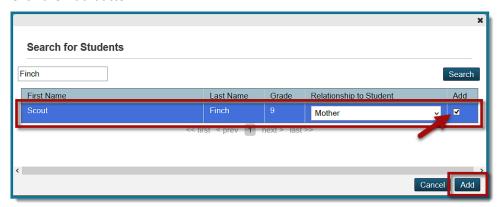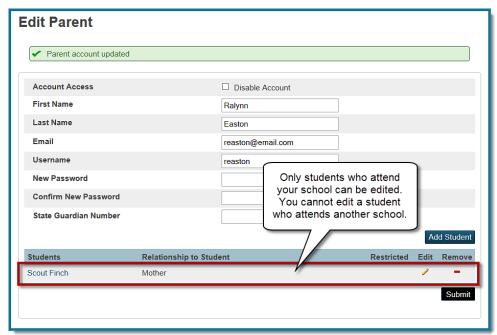
3. Click **Add Student**.

4. On the **Search for Students** screen, enter the student's last name and click **Search**.

5. Next to the appropriate student, select the *parent's* relationship *to the student* from the **Relationship to Student** drop-down menu, and check the **Add** box.
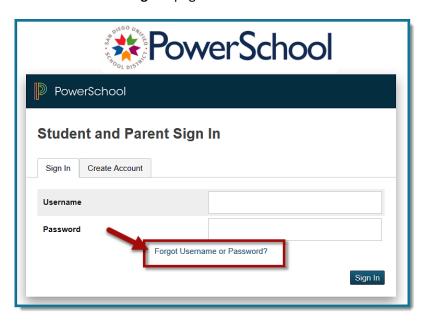
6. Click the **Add** button.

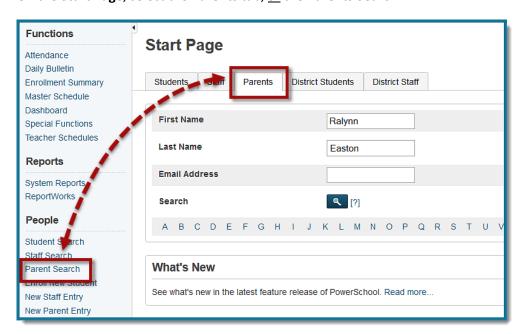7. The added student appears on the **Edit Parent** page.

Resetting a Parent Account Password

Parents have the ability to recover and reset their password by clicking the **Having trouble signing in?** link on the **Student and Parent Sign in** page.
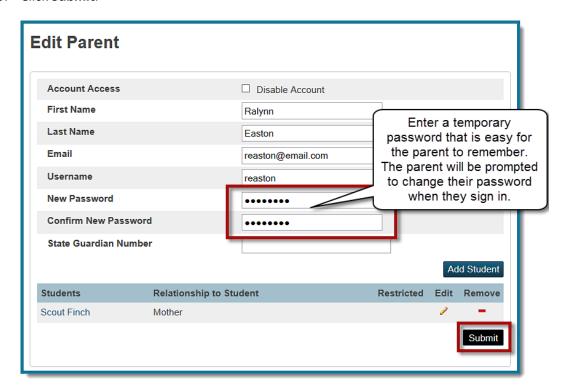

Occasionally, school site Power Users may be asked to assist with password reset if the parent is experiencing difficulty with the process.

1. On the **Start Page**, select the **Parents** tab, _or_ the **Parents Search** link.

2. Search for the parent. The information about the account appears on the **Edit Parent** screen.

3. Enter a **Temporary Password** (*changeme* or *password* are good examples). The parent will be prompted to change the password when they sign in.

4. Re-enter the **Password** again exactly as you entered it above.
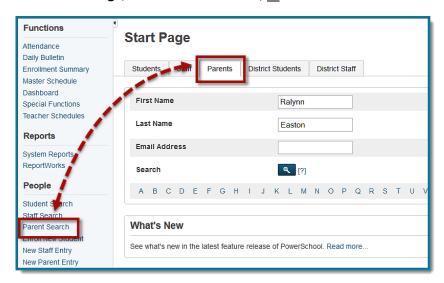
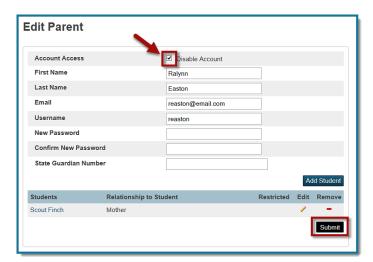5. Click **Submit**.

Disabling a Parent Account

Occasionally, the Power User may need to disable a Parent Portal account. When the account is disabled, the parent will no longer be able to sign in to the Parent Portal. They will no longer have access to their student's information.

NOTE: Each time a parent account is created or updated, an email notification is automatically sent to the parent. If your school does not want the parent to receive a notification of a change, the parent account should be disabled before making the update, then re-enabled after the update has been submitted.

1. On the **Start Page**, select the **Parents** tab, *or* the **Parents Search** link.

2. Search for the parent. The information about the account appears on the **Edit Parent** screen.

3. Check the **Disable Account** box.
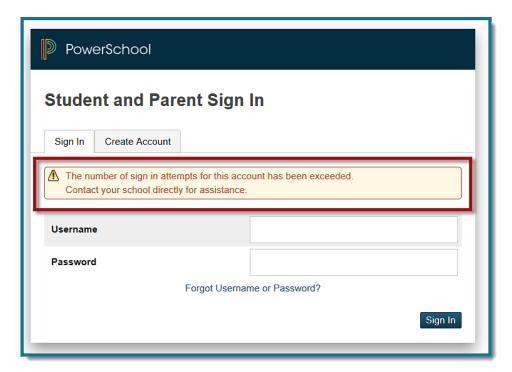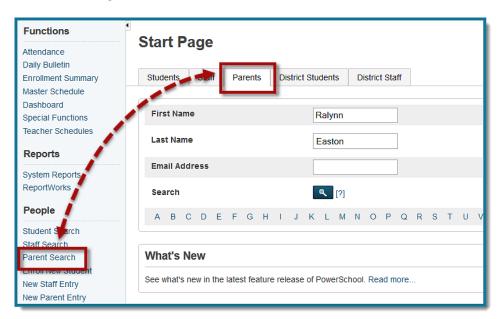
4. Click **Submit**.

Unlocking a Parent Account

A parent's account will become locked if they have exceeded the number of login attempts. The parent will receive the following message when their account has been locked.

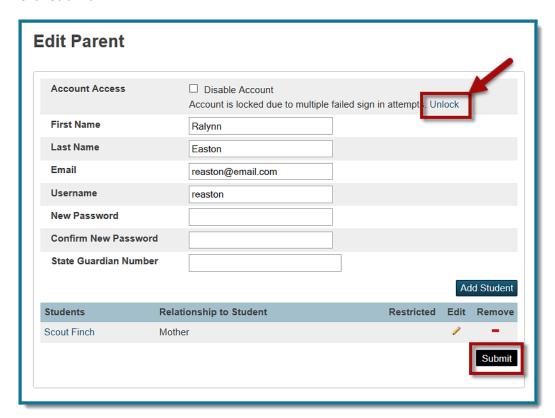The school site Power User will need to unlock the parent's account.

1. On the **Start Page**, select the **Parents** tab, _or_ the **Parents Search** link.

2. Search for the parent. The information about the account appears on the **Edit Parent** screen.

3. Click **Unlock**. The Account is locked message will disappear.

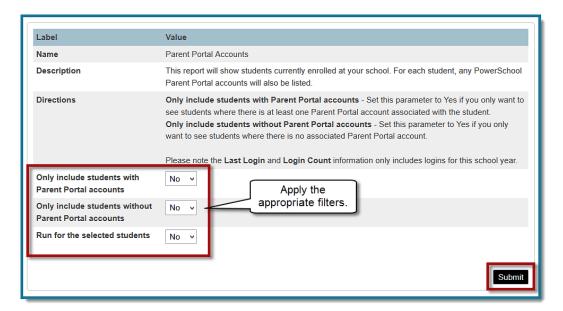4. Click **Submit**.

Part 5: Reports

Parent Portal Accounts Report

This report will show all currently enrolled students at your school and if any PowerSchool Parent Portal accounts exist for the student.

This report can be filtered to only include students with or without Parent Portal accounts associated to them.

1. On the **Start Page**, select **sqlReports**.

2. Expand the **Parent/Student Portal** reports. Select **Parent Portal Accounts**.

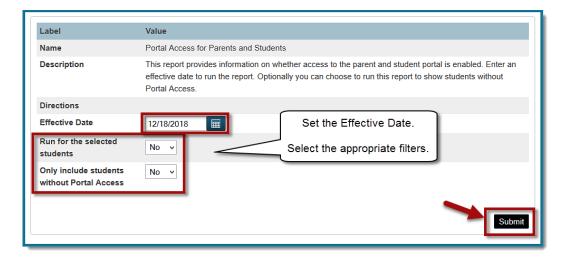3. Apply the appropriate filters.

4. Click **Submit.**

Portal Access for Parents and Students Report

This report provides information on whether access to the parent and student portal is enabled.

1. On the **Start Page**, select **sqlReports.**

2. Expand the **Parent/Student Portal** reports, select **Portal Access for Parents and Students**.

3. Select an **Effective Date**.

4. The remaining drop-down fields can be changed or left in their default state.

5. Click **Submit**.

Label	Value
Name	Portal Access for Parents and Students
Description	This report provides information on whether access to the parent and student portal is enabled. Enter an effective date to run the report. Optionally you can choose to run this report to show students without Portal Access.
Directions	
Effective Date	12/18/2018
Run for the selected students	No
Only include students without Portal Access	No

Set the Effective Date.

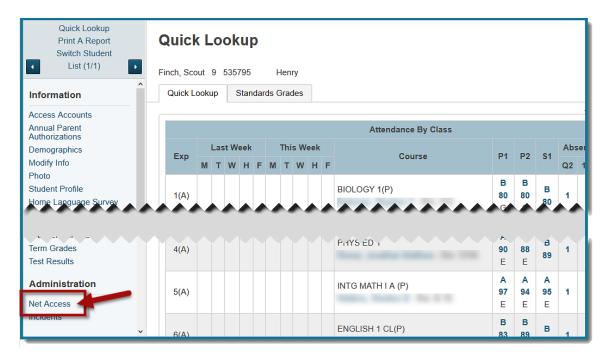Select the appropriate filters.

Submit

Parent and Student Access Summary

By using **Net Access**, Power Users, Counselors, and Administrators can verify how often the Portal has been accessed by the parent and student.
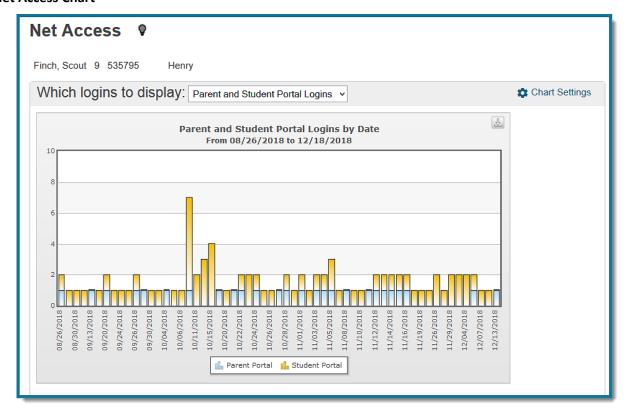
This report will provide a customizable chart, and a list of Parent and Student Portal login dates, times and duration.

1. On the **Start Page**, select the student.
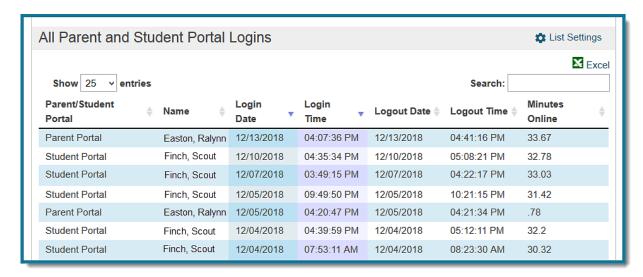
2. Under Administration, select **Net Access**.
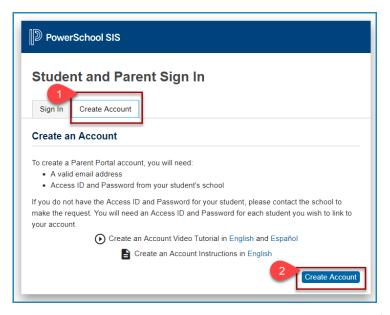
Net Access Chart

Net Access List

Part 6:
A Look at the
Parent Portal
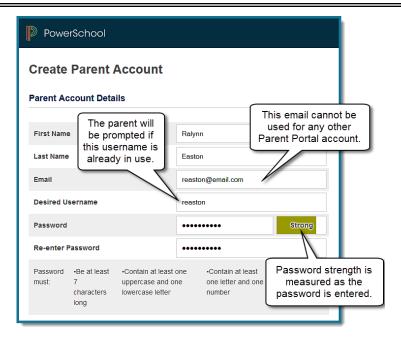
How Parents Create an Account

Before parent/guardians can access student academic information in the PowerSchool Parent/Student Portal, they must first create an account. Instruction sheet and video tutorial links are available on the sign in page of the Student and Parent Sign in screen.

1. Go to https://powerschool.sandi.net

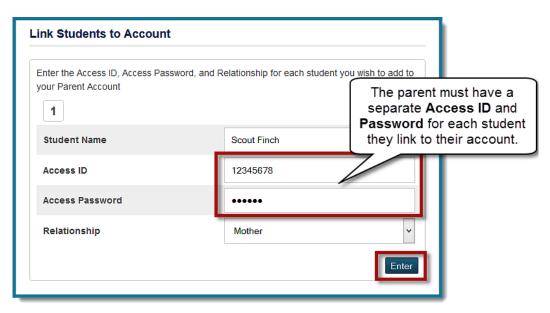2. On the PowerSchool sign-on page, select the **Create an Account** tab. Click **Create Account**.

3. On the **Create Parent Account** section, the parent enters the following information:

Create Parent Account

Parent Account Details

First Name	Ralynn
Last Name	Easton
Email	reaston@email.com
Desired Username	reaston
Password	••••••••• Strong
Re-enter Password	•••••••••

The parent will be prompted if this username is already in use.

This email cannot be used for any other Parent Portal account.

Password strength is measured as the password is entered.

| Password must: | •Be at least 7 characters long | •Contain at least one uppercase and one lowercase letter | •Contain at least one letter and one number |

4. On the **Link Students to Account** section, all the fields are complete and click Enter.

Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

1

Student Name	Scout Finch
Access ID	12345678
Access Password	••••••
Relationship	Mother

The parent must have a separate **Access ID** and **Password** for each student they link to their account.

Enter

IMPORTANT! The parent must have an **Access ID and Password** for each student they want to link to their account. Parents obtain access information from their student's school.
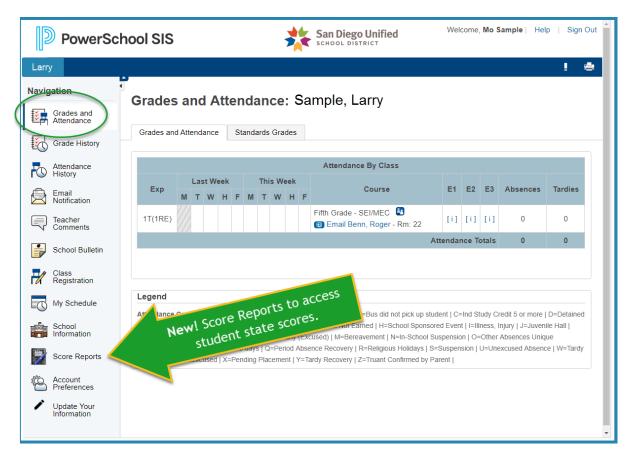
Basic Navigation in the Parent/Student Portal

The initial landing page of the Parent/Student Portal offers various Navigation links on the left. By default, the page opens on the Grades and Attendance page.
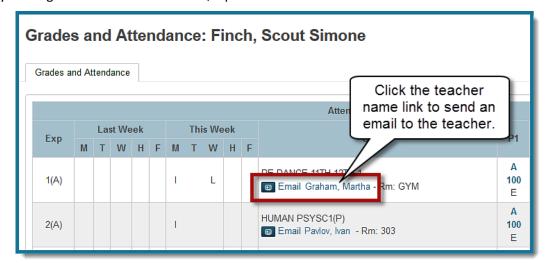
Grades and Attendance

The page for **Grades and Attendance** displays the student's current courses, grades, and attendance.

Grades and grade terms are determined by the Quick Lookup Preferences settings in PowerSchool, see **Quick Lookup Preferences**, page 11.

By clicking on the **teacher name** link, a parent can send the teacher an email:
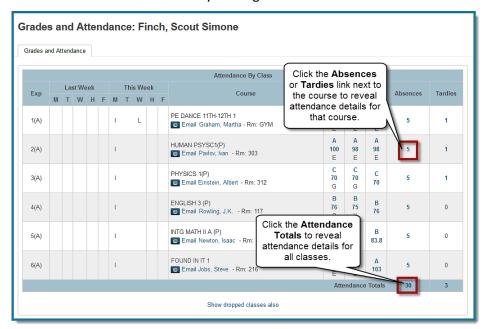

When the **grade** or **points** link is selected, parents can access **Class Score Detail** directly from the teacher's gradebook:
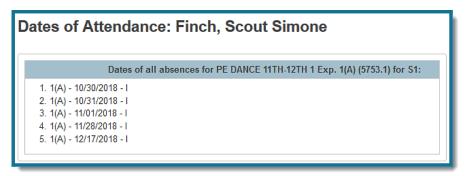
Parents can see attendance details by clicking on the **Absences** or **Tardies** links:
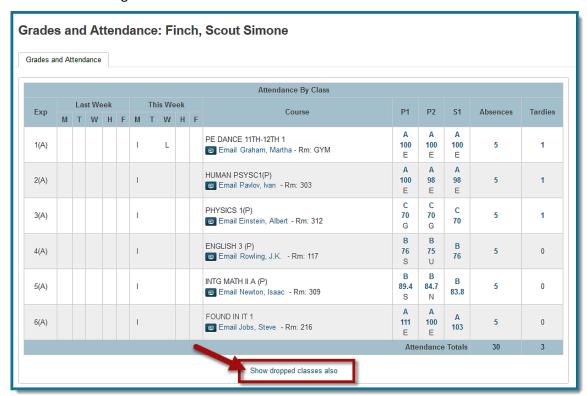
Grades and Attendance: Finch, Scout Simone

Grades and Attendance

Exp	Last Week					This Week					Course				Absences	Tardies
	M	T	W	H	F	M	T	W	H	F						
1(A)							I		L		PE DANCE 11TH-12TH 1 Email Graham, Martha - Rm: GYM				5	1
2(A)							I				HUMAN PSYSC1(P) Email Pavlov, Ivan - Rm: 303	A 100 E	A 98 E	A 98 E	5	1
3(A)							I				PHYSICS 1(P) Email Einstein, Albert - Rm: 312	C 70 G	C 70 G	C 70	5	1
4(A)							I				ENGLISH 3 (P) Email Rowling, J.K. - Rm: 117	B 76	B 75	B 76	5	0
5(A)							I				INTG MATH II A (P) Email Newton, Isaac - Rm:			B 83.8	5	0
6(A)							I				FOUND IN IT 1 Email Jobs, Steve - Rm: 216			A 103 E	5	0
														Attendance Totals	30	3

Attendance By Class

> Click the **Absences** or **Tardies** link next to the course to reveal attendance details for that course.

> Click the **Attendance Totals** to reveal attendance details for all classes.

Show dropped classes also

Attendance details for one course

Dates of Attendance: Finch, Scout Simone

Dates of all absences for PE DANCE 11TH-12TH 1 Exp. 1(A) (5753.1) for S1:

1. 1(A) - 10/30/2018 - I
2. 1(A) - 10/31/2018 - I
3. 1(A) - 11/01/2018 - I
4. 1(A) - 11/28/2018 - I
5. 1(A) - 12/17/2018 - I

Attendance details for all courses

Dates of all absences: Finch, Scout Simone

PE DANCE 11TH-12TH 1 - Exp. 1(A)

1. 1(A) - 10/30/2018 - I
2. 1(A) - 10/31/2018 - I
3. 1(A) - 11/01/2018 - I
4. 1(A) - 11/28/2018 - I
5. 1(A) - 12/17/2018 - I

HUMAN PSYSC1(P) - Exp. 2(A)

1. 2(A) - 10/30/2018 - I
2. 2(A) - 10/31/2018 - I
3. 2(A) - 11/01/2018 - I
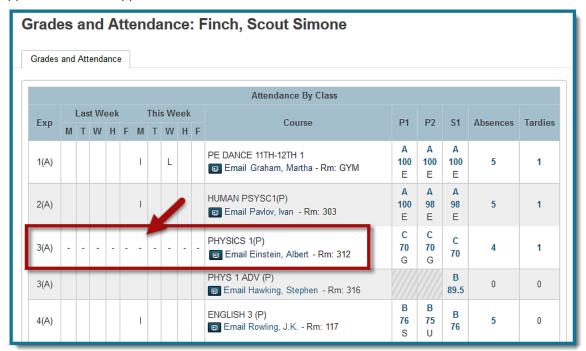4. 2(A) - 11/28/2018 - I
5. 2(A) - 12/17/2018 - I

By selecting the **Show dropped classes also** link, parents can access classes that were dropped due to student schedule changes.

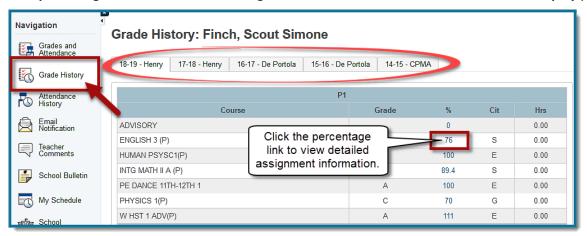Dropped courses will appear with dashes in the Last Week/This Week section.

Grade History

The **Grade History** page displays all historical grades, percentages, citizenship marks and credit hours within a given reporting term.

School years can be accessed by selecting the **school year tab**.

Click the **percentage link** to view detailed assignment information on the **Class Score Detail Display** page.

Class Score Detail Display

If any Category or Assignment appears as a blue link, click the link to open a dialog window that contains more detailed information.

Attendance History

The **Attendance History** page displays the student's attendance history for all courses in the current term.

The legend at the bottom of the page will assist parents with Attendance Code interpretation.

Email Notification

On the **Email Notification** page, parents can select which academic information they would like to receive via email, and how often. **IMPORTANT!** If the parent isn't receiving grades in email notifications, verify that the Active Term is entered on the Current Grade Display page (See *Current Grade Display Setup* on page 13.)

Teacher Comments

On the **Teacher Comments** page, select the reporting term from the drop-down menu to see teacher comments for that term. Click the teacher name link to send an email to the teacher.
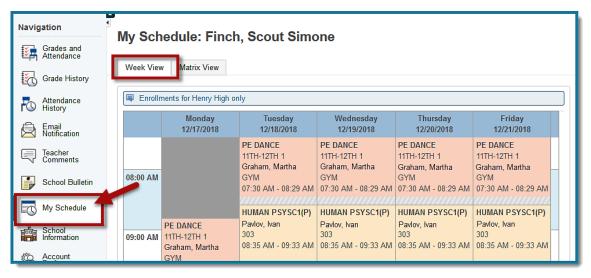
School Bulletin

Daily school messages and announcements can be found by selecting **School Bulletin.** The **View School Bulletin** window will open to the current date. Select the **date calendar** or the **View other dates** link to view other bulletin notices.

My Schedule

The **My Schedule** page, provides two different views of the student schedule:
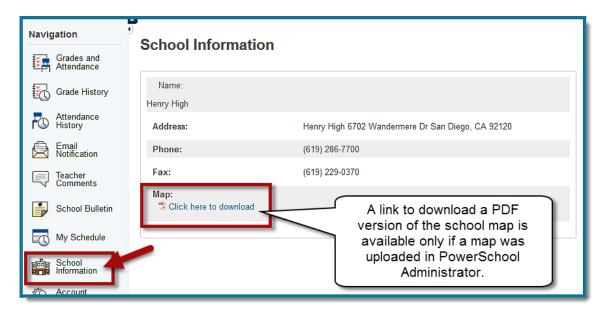
Week View

Matrix View

School Information

The **School Information** page displays essential contact information for the school.
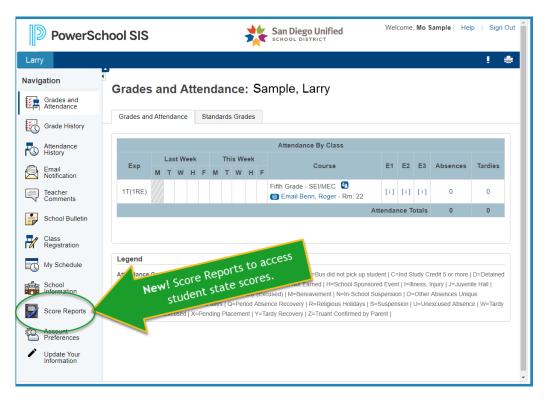
If a school map was uploaded in PowerSchool Administrator, a link to download a PDF version of the school map will appear on this screen. (See **How to Upload a School Map** on page 18).
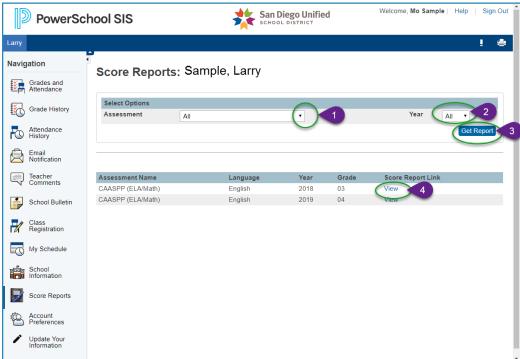
Score Reports

Parents can use the **Score Reports** link to access their student's state scores.
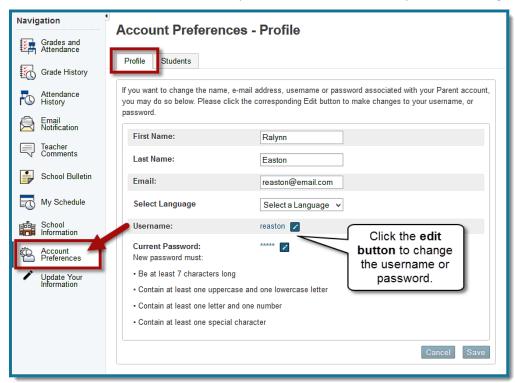
Account Preferences

Parents manage their Parent Portal Account by accessing the **Account Preferences** page.

On the **Account Preferences – Profile** tab, profile information can be updated or changed.

On the **Account Preferences – Students** tab, additional students can be added to the parent account.