

## Parent/Guardian Accounts

The parent/guardian accounts pages provide you with a parent/guardian-centric view to managing student and parent/guardian accounts. Using the parent/guardian accounts pages, you can:

- Search Parent/Guardian Accounts
- Manage Parent/Guardian Accounts
- Lock/Unlock Parent/Guardian Accounts
- Reset Parent/Guardian Account Passwords
- Manage Students Associated to Parent/Guardian Accounts

**NOTE:** Access to these pages is based on your page-level permissions.

### Search Parent/Guardian Accounts

The Search Parents/Guardians function serves as the gateway into managing parent/guardian accounts. Using the Search Parents/Guardians function, you can search for existing parent/guardian accounts based on first name, last name, and/or email address. If there is a matching account, information about that account appears providing you with the opportunity to view or make modifications as needed. If there is no matching account, you can use the New Parent/Guardian Entry function to create a new account.

### How to Search for Parent/Guardian Accounts

1. On the start page, click **Search Parents/Guardians**.
2. Use the following table to enter information in the fields:

Field	Description
First Name	Enter search criteria
Last Name	Enter search criteria
Email Address	Enter search criteria

3. Click the **Search** icon to initiate the search. Depending on the number of results, one of the following pages appears:
  - If the search results in more than one match, the Parent/Guardian Search Results page appears. Click the name of the individual whose record you want to work with. The Edit Parent/Guardian page appears.
  - If the search results in only one match, the Edit Parent/Guardian page appears.
  - If the search results in no matches, you can refine your search by entering additional criteria. For more information, see Step 2 and Step 3.
  - If the search results in no matches, you can click **New Parent/Guardian Entry** to create a new parent/guardian account.

## How to Browse for Parent/Guardian Accounts

1. On the start page, click **Search Parents/Guardians**.
2. In the Browse Parents/Guardians section, click a letter of the alphabet to display a list of parents/guardians whose last names begin with the selected letter. For example, if you click **B**, the system displays the parents/guardians at your school whose last names begin with a "B". Depending on the number of results, one of the following pages appears:
  - If the search results in more than one match, the Parent/Guardian Search Results page appears. Click the name of the individual whose record you want to work with. The Edit Parent/Guardian page appears.
  - If the search results in only one match, the Edit Parent/Guardian page appears.
  - If the search results in no matches, you can perform a search by entering additional criteria.

## How to Create a Parent/Guardian Account

Use this procedure to create a new parent/guardian account. When creating the account, you have the option to associate the parent/guardian to one or more students.

**NOTE:** This procedure may also be performed via the student Access Accounts page.

1. On the start page, click **Search Parents/Guardians**.
2. Click **New Parent/Guardian Entry**.
3. Use the following table to enter information in the fields:

Field	Description
Account Locked/Disabled	Indicates whether the parent/guardian's account is enabled or disabled.
First Name	Enter the parent/guardian's first name.
Last Name	Enter the parent/guardian's last name.
Email	Enter the parent/guardian's email address. The email address you enter is used to send selected information, as well as account recovery notices and account changes confirmations.
User Name	Enter the user name to be used by the parent/guardian to log into 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.
New Password	See <i>How to Reset a Parent/Guardian Account Password</i> .
Confirm Password	See <i>How to Reset a Parent/Guardian Account Password</i> .
Students	The first and last name of the students

	associated to the parent/guardian account.
Relationship to Student	The relationship of the student(s) to the parent/guardian.
Edit	See <i>How to Edit the Parent/Guardian Relationship to a Student</i> or <i>How to Edit Parent/Guardian Account Email Preferences</i> .
Remove	See <i>How to Remove a Student from a Parent/Guardian Account</i> .
Add	See <i>How to Add a Student to a Parent/Guardian Account</i> .

4. To add one or more students to the parent/guardian account, see Step 2 of *How to Add a Student to a Parent/Guardian Account*.
5. Click **Submit**. A confirmation message appears indicating the account is updated.

### **How to Edit Parent/Guardian Account Information**

1. Search for the parent/guardian account.
2. On the Edit Parent/Guardian Account page, edit the parent/guardian's **First Name, Last Name, Email, User Name, and Password** as needed.
3. Click **Submit**. A confirmation message appears indicating the account is updated.

### **Manage Parent/Guardian Accounts**

When managing parent/guardian accounts, you can create a new account, enable/disable an account, update account information, change the account password, add students to the account, edit student information already associated to the account, or remove students from the account.

**NOTE:** Any time a parent/guardian account is created or updated, an email notification is automatically sent to the parent/guardian.

### **Lock/Unlock Parent/Guardian Accounts**

Use the following procedures to lock or unlock an individual parent/guardian account. When a parent/guardian account is locked, the parent/guardian cannot log into the PowerSchool Parent Portal using that account. When a parent/guardian account is unlocked, the parent/guardian can once again log into the PowerSchool Parent Portal using that account.

**NOTE:** If a parent/guardian account is locked, the parent/guardian will not receive account changes confirmations if their account is updated.

**NOTE:** To lock or unlock all parents/guardians from viewing a student's academic record, see *Enable/Disable Parent/Guardian Access*.

### **How to Lock a Parent/Guardian Account**

1. Search for the parent/guardian account. For more information, see *Search Parent/Guardian Accounts*.
2. On the Edit Parent/Guardian Account page, select the **Account**

**Locked/Disabled** checkbox.

3. Click **Submit**. A confirmation message appears indicating the account is updated.

### **How to Unlock a Parent/Guardian Account**

1. Search for the parent/guardian account. For more information, see *Search Parent/Guardian Accounts*.
2. On the Edit Parent/Guardian Account page, deselect the **Account Locked/Disabled** checkbox.
3. Click **Submit**. A confirmation message appears indicating the account is updated.

### **Reset Parent/Guardian Account Passwords**

Use the following procedure to manually reset an individual parent/guardian's PowerSchool Parent Portal password. Once you issue the temporary password, the parent/guardian will be required to change their password upon logging in.

### **How to Reset a Parent/Guardian Account Password**

**NOTE:** As a security measure, the current parent/guardian account password does not appear in the password fields.

1. Search for the parent/guardian account.
2. On the Edit Parent/Guardian Account page, enter the parent/guardian's new PowerSchool Parent Portal password in the **New Password** field.
3. Re-enter the parent/guardian's new PowerSchool Parent Portal password in the **Confirm New Password** field.
4. Click **Submit**. A confirmation message appears indicating the account is updated.

### **Manage Students Associated to Parent/Guardian Accounts**

Managing students associated to a parent/guardian account may be done when creating a parent/guardian account or anytime thereafter.

### **How to Add a Student to a Parent/Guardian Account**

Use this procedure to associate one or more students to the selected parent/guardian.

**NOTE:** This procedure may also be performed via the student Access Accounts page.

1. Search for the parent/guardian account. For more information, see *Search Parent/Guardian Accounts*.
2. On the Edit Parent/Guardian Account page, click the **Add** icon to add a student to the parent/guardian account. The Search for Students dialog appears.
3. Enter the student's name in the search field.
4. Click **Search**. Search results only display currently enrolled or pre-registered students belonging to the currently selected school. Search results do not display students who have already been added to the parent/guardian's

account.

**NOTE:** Use the arrows and links to navigate through the search results.

5. Use the First Name, Last Name, and Grade columns to identify which student you want to associate to the parent/guardian.
6. Select the **Add** checkbox of the student you want to associate to the parent/guardian. The student's name appears highlighted in blue.
7. Choose the appropriate association of the parent/guardian to the student from the **Relationship** pop-up menu.
8. Repeat Step 6 and Step 7 for each student you want to associate to the parent/guardian.
9. Click **Add**. The Edit Parent/Guardian page displays the newly added student.
10. Click **Submit**. A confirmation message appears indicating the account is updated.

### **How to Edit the Parent/Guardian Relationship to a Student**

Use this procedure to modify the association of one or more students to the selected parent/guardian by indicating how the parent/guardian is related to the student.

**NOTE:** This procedure may also be performed via the student Access Accounts page.

1. Search for the parent/guardian account.
2. On the Edit Parent/Guardian Account page, click the **Pencil** icon next to the student you want to edit. The [Parent/Guardian Name] Email Preferences for [Student Name] dialog appears.
3. Choose the appropriate association of the parent/guardian to the student from the **Relationship to Student** pop-up menu.
4. Do one of the following:
  - Click **Submit** to update email preferences for the selected student.
  - Click **Submit for all Students** to update email preferences for all students associated to the parent/guardian.
  - A confirmation message appears indicating the account is updated.

### **How to Edit Parent/Guardian Account Email Preferences**

Use this procedure to set or modify email preferences for a parent/guardian account. Email preference may be applied to a single student or all students associated to a parent/guardian account.

**Note:** This procedure may also be performed via the student Access Accounts page. For more information, see *How to Edit Parent/Guardian Account Email Preferences*.

1. Search for the parent/guardian account. For more information, see *Search Parent/Guardian Accounts*.
2. On the Edit Parent/Guardian Account page, click the **Pencil** icon next to the student you want to edit. The [Parent/Guardian Name] Email Preferences for [Student Name] dialog appears.
3. Use the following table to enter information in the fields:

<b>Field</b>	<b>Description</b>
What information would you like to receive?	Specify which information you would like send to the parent/guardian by selecting the appropriate checkboxes: <ul style="list-style-type: none"> <li>• Summary of current grades and attendance</li> <li>• Detail report showing assignment scores for each class</li> <li>• Detail report of attendance</li> <li>• School announcements</li> <li>• Balance Alert</li> </ul>
How often?	Specify the rate at which you want to send the parent/guardian the selected information from the pop-up menu: <ul style="list-style-type: none"> <li>• Never</li> <li>• Weekly</li> <li>• Every Two Weeks</li> <li>• Monthly</li> <li>• Daily</li> </ul>
Email Address	Display only of the email address associated to the parent/guardian account. The selected information, as well as account recovery notices and account changes confirmations will be sent automatically to this email address.
Additional Email Addresses	Enter additional email addresses that you want the selected information to be sent to. Separate multiple addresses with commas.

4. Do one of the following:

- Click **Submit** to update email preferences for the selected student.
- Click **Submit for all Students** to update email preferences for all students associated to the parent/guardian.

A confirmation message appears indicating the account is updated.

## How to Remove a Student from a Parent/Guardian Account

Use this procedure to remove the association of the parent/guardian to a selected student.

**NOTE:** This procedure may also be performed via the Edit Parent/Guardian Account page.

1. Search for the parent/guardian account. For more information, see *Search Parent/Guardian Accounts*.
2. On the Edit Parent/Guardian Account page, click the **Minus** icon next to the student you want to remove from the parent/guardian account. The Remove Student dialog appears.  
**NOTE:** If you remove the student, the student will no longer be accessible to the parent/guardian.
3. Click **Remove** to remove the student. The Change Access ID and Password dialog appears.
4. Do one of the following:
  - To prevent the parent/guardian from adding the student back to their parent/guardian account, enter a new **Access ID** and **Access Password**, confirm the new password, and then click **Save Changes**.
  - To permit the parent/guardian to add the student back to their parent/guardian account or to add the student to a new parent/guardian account, leave these fields blank and then click **Do Not Change**.The student no longer appears on the Edit Parent/Guardian Account page.
5. Click **Submit**. A confirmation message appears indicating the account is updated.

## Enable/Disable Parent/Guardian Access

Use the following procedures to lock or unlock all parents/guardians from viewing a student's academic record. When enabled, all parents/guardians associated to a student can view the student's academic record in the PowerSchool Parent Portal. When disabled, all parents/guardians can no longer view the student's academic record in the PowerSchool Parent Portal.

**Note:** To lock or unlock an individual parent/guardian account, see *Lock/Unlock Parent/Guardian Accounts*.

## How to Enable Parent/Guardian Access

1. On the start page, search for and select a student.
2. Under Information choose **Account Access** from the student pages menu. The Account Access page appears.
3. Select the **Enable Parent/Guardian Access** checkbox.
4. Manually assign parent/guardian account keys information.
5. Click **Submit**. A confirmation message appears indicating the account is updated.

### **How to Disable Parent/Guardian Access**

1. On the start page, search for and select a student.
2. Under Information choose **Account Access** from the student pages menu. The Account Access page appears.
3. Deselect the **Enable Parent/Guardian Access** checkbox.
4. Click **Submit**. A confirmation message appears indicating the account is updated.

### **Enable/Disable Student Accounts**

Use the following procedures to enable or disable an individual student's PowerSchool Parent Portal account. When enabled, a student can log into the PowerSchool Parent Portal.

When disabled, a student can no longer log into the PowerSchool Student Portal.

### **How to Enable a Student's Account**

1. On the start page, search for and select a student.
2. Under Information choose **Account Access** from the student pages menu. The Account Access page appears.
3. Select the **Enable Student Access** checkbox.
4. Manually assign student account information.
5. Click **Submit**. A confirmation message appears indicating the account is updated.

### **How to Disable a Student's Account**

1. On the start page, search for and select a student.
2. Under Information choose **Account Access** from the student pages menu.
3. Deselect the **Enable Student Access** checkbox.
4. Click **Submit**. A confirmation message appears indicating the account is updated.