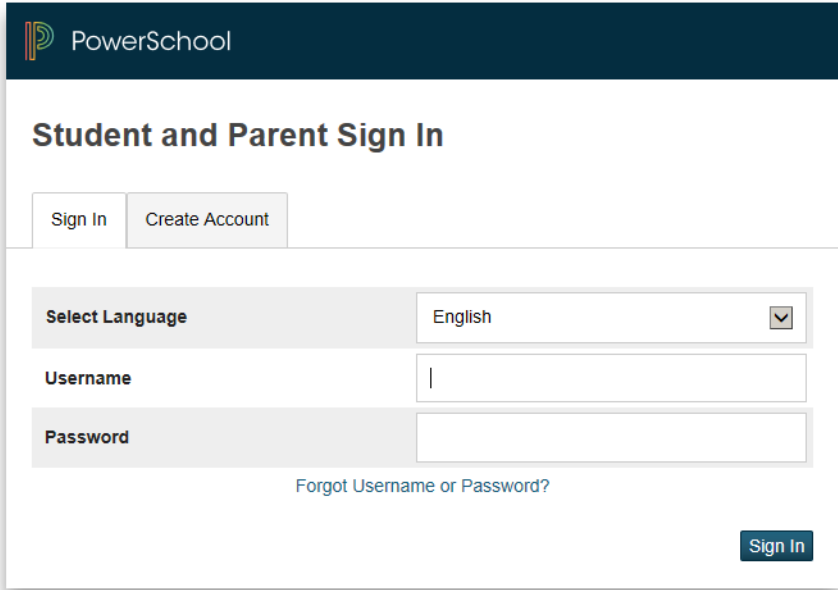


## Parents: What to do if you cannot log into PowerSchool

If you have not yet created a new account for the new Parent Portal, please go to the district's website at <http://www.psd1.org/domain/63> for instructions on creating a new account.

If you already created a new account for the new Parent Portal but you cannot remember the Username and/or Password that you selected, click the **"Forgot Username or Password?"** link at the bottom of the Parent Portal Login screen.



The screenshot shows the PowerSchool login interface. At the top left is the PowerSchool logo. Below it is the heading "Student and Parent Sign In". There are two tabs: "Sign In" (selected) and "Create Account". Below the tabs are three input fields: "Select Language" (a dropdown menu set to "English"), "Username" (a text box with a cursor), and "Password" (a text box). Below the password field is a link that says "Forgot Username or Password?". At the bottom right is a "Sign In" button. At the very bottom of the page, there is a copyright notice: "Copyright© 2005 - 2015 Pearson Education, Inc., or its affiliate(s). All rights reserved."

1. The **"Recover Account Sign In Information"** screen will open. There are 2 tabs on that screen. Click either **"Forgot Password?"** or **"Forgot User Name?"**.
2. Enter the information requested then click the Enter key.
  - If you forgot your **User Name**, PowerSchool will automatically send an email to you with your User Name.
  - If you forgot your **Password**, PowerSchool will automatically send an email to you with a temporary password. Use that temporary password to log into PowerSchool. PowerSchool will immediately ask you to change your password to whatever you'd like it to be. After that, you will use your new Password to log into PowerSchool.
3. If you do not automatically receive an email from PowerSchool, please contact your child's school for assistance.

The new Parent Portal accounts are for PARENTS only. Students will continue to log into PowerSchool as usual with their existing UserID's and passwords.

**Please do not create another Parent Portal account if you already have one!**

Thank you so much for your participation!