

PowerSchool Parent/Guardian Account Creation

Parents/Guardians, you have the ability to create an account in PowerSchool to access real-time information for all of your children in our district in grades K-12. This document is designed to help you create and or update your account.

Access Keys

All LPS students have two "Access Keys" – the Access ID and the Access Password. These are the keys needed to connect a student's information to a parent's account. If you have multiple students in the district, you will need to obtain access keys from each student's school for each student. At least one set of Access Keys is required when initially creating a parent account. Additional students can be linked when creating the account, or later on, after the account is set up.

Obtaining your Access Keys

Access Keys are only distributed in person to the Parent/Guardian listed in PowerSchool.

1. At any other time, parents must come to the school and present a photo ID verifying that they are the person listed in PowerSchool as the Parent/Guardian.
2. If a parent is physically unable to come to the school due to location or other circumstances, a Parent Portal Mail/Email Waiver must be obtained from the student's school, filled out, and returned to the school with a copy of the parent's photo ID attached.

Creating a Parent Account

1. Go to the District website <https://www.lps53.org>
2. Then, click **For Families**, then **PowerSchool**, then follow the PowerSchool Public Portal link.
3. Next, click on the **Create Account** tab, then click the **Create Account** button.
4. Fill out your name, email address, desired username and password.
 - Note: Passwords must be at least 6 characters long and not include the @ symbol
 - The email address must not already exist in our system
5. Next, link each child to the account using the Web ID and Password Letter. To do this, type in the child's name, the Access ID and Access Password for that child, and their relationship to the child. You can link up to 7-students during account creation.
6. Scroll down and click **Enter**.
7. To receive weekly emails regarding attendance and grades, click on the **Email Notifications** icon and select *one time per week*, click **Enter**.

The screenshot displays the PowerSchool website interface for account creation. It is divided into three main sections:

- Student and Parent Sign In:** Contains a navigation bar with 'Sign In' and 'Create Account' buttons. The 'Create Account' button is circled in blue, and a blue arrow points from it to the 'Create Parent Account' form.
- Create Parent Account:** A form with the following fields: First Name, Last Name, Email, Desired Username, Password, and Re-enter Password.
- Link Students to Account:** A form with the following fields: Student Name, Access ID, Access Password, and Relationship (a dropdown menu with '-- Choose' selected). A small '1' is visible in a box above the Student Name field.

What to do if you Forget Your Login Information

Recovering Username and/or Password via Email

1. If you have forgotten your public username and/or password, you can go to the public portal sign in page, and click **Forgot Username or Password?**

a. You can click the **“Forgot Password?”** tab, type in your username, and the email address associated to your account. If the email address entered is associated with an account, you will receive an email with a link to reset your password.

b. You can click the **“Forgot Username?”** tab and type in your email address. If the email address entered is associated with an account in our records, you will receive an email showing your username along with a link to reset your password.

2. If you do not receive an email, make sure you check your Spam or Junk folders. The email will be generated from noreply@lps53.org. This is not a monitored email address and cannot accept replies.

3. If you still need assistance please contact your student's school.

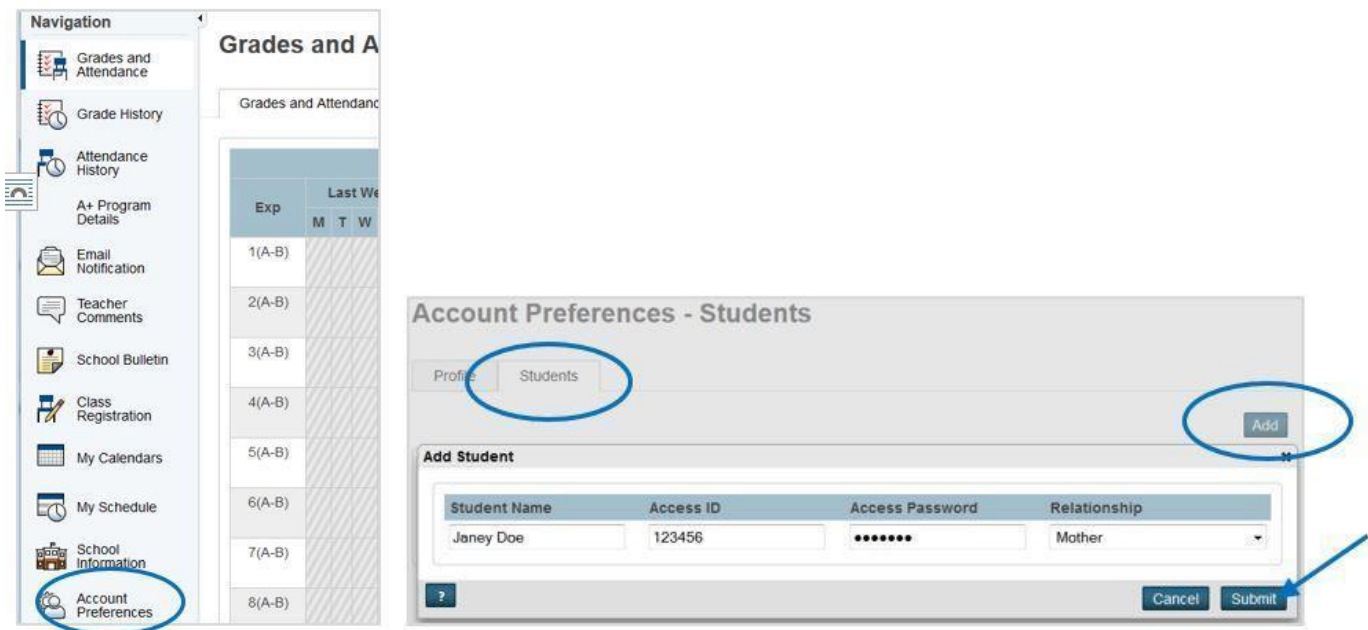
The image shows a screenshot of a login page with three main sections. The top section is a login form with fields for 'Username' and 'Password'. Below these fields is a link labeled 'Forgot Username or Password?' which is highlighted with a red rectangular box. The middle section is a recovery form for passwords. It has two tabs: 'Forgot Password?' (selected) and 'Forgot Username?'. Below the tabs is a text instruction: 'Parents, to recover your password, provide the information below. Students need to contact the school directly.' There are two input fields: 'Parent Username' and 'Parent Email Address'. An 'Enter' button is located at the bottom right of this form. The bottom section is a recovery form for usernames. It has two tabs: 'Forgot Password?' and 'Forgot Username?' (selected). Below the tabs is a text instruction: 'Parents, to recover your username, provide the information below. Students need to contact the school directly.' There is one input field: 'Parent Email Address'. An 'Enter' button is located at the bottom right of this form.

Linking Additional Students

Link Additional Students to your Parent/Guardian Account

When you log into the Public Portal, you will have tabs across the top of your screen, with all of the student's names that have been linked to your account. To link additional students, perform the following steps:

1. From the login screen, click **Account Preferences**
2. Click the **Students** tab, then click **Add**
3. Fill out the Student's Name, Access ID and Password (you need the Web ID and Password Letter for your student) and your relationship to the student, and click **Submit**.
4. Repeat as needed for additional students.



Problem Solving Steps

If you have an issue with your PowerSchool Parent/Guardian Account you need to contact the office of your student's school who will put you in contact with the designated Administrative Assistant at the building who handles Parent/Guardian accounts.

1. These staff members may assist you with the process of making an account but will not give out the access keys over the phone.
2. If the Administrative Assistant is unable to resolve the issue, the Administrative Assistant will contact the PowerSchool support team for assistance. Parents/Guardians may choose to wait on hold or receive a call back once the support team has had a chance to review the account.