

### How do I create my account?

1. Go to the *schools webpage*, and click on the *Parent Portal link* or go to [www.richlandone.org](http://www.richlandone.org) then click on the *PowerSchool Parent Portal link* on the right side.
2. In the *Create an Account* section, click on the button to *Create Account*.
3. Fill out the form with your information including your first name, last name, *valid email address*, unique User Name, and a Password (one that you will be easy for you to remember.)
4. To link your account to *one or more students*, fill in the appropriate student information including *student name, Access ID, Access Password, and Relationship in the boxes provided*. (The Access ID and Access Password are in the letter given to you by the school.)
5. Click *Enter* to create your account.
6. If successful, you can use your new User Name and Password to log back into the Portal. If you need assistance, please let the school's contact help you.

### Parent Portal FAQs

#### **I'm getting the message "an account with that email address already exists" why?**

When creating a Parent/Guardian account for the PowerSchool Portal, the email address has to be unique in the Richland County School District (RCSD1) system. *One household cannot use the same email address to create multiple parent/guardian accounts.*

#### **Why am I receiving the error message an error message, "An account with that User Name already exists?"**

When creating a Parent/Guardian account for the PowerSchool Portal, the User Name has to be unique in the RCSD1 system. *Multiple persons cannot create an account with the same User Name.*

#### **Why am I receiving the error message, "Student has not been added to your account, valid student information must be entered."**

You have entered an incorrect Access ID or Access Password. Verify that you're using the proper Access ID and Access Password. Keep in mind that the Access information for Parents is different than the Portal User Name/Password utilized by students. Verify that you're using the proper alphanumeric characters in your Access ID and Access Password. As an example, check that the character is a number one versus an uppercase letter I, and/or uppercase letter O versus a number zero. All credentials are case sensitive, such as the Access ID, Access Password, as well as the User Name and Password.

### **How do I view the assignments for a class?**

Log into the Portal. On the *Grades and Attendance* tab, click on the blue link for specific marking period/quarter to view more detail for that class. On the screen *Class Score Detail*, a listing of assignments will be listed at the bottom of the page.

### **How do I view the comments for a reporting term grade?**

Log into the Portal. On the *Grades and Attendance* tab, click on the [blue link to the grade](#) for specific marking period/quarter to view more detail for that class. The *Teacher Comments* are listed at the top of the page.

### **How do I switch between multiple students?**

Log into the Portal. If you have already added multiple students to your account, use the tabs located in the top left portion of the Portal to switch between students.

### **How do I add another student to my account?**

If you have already created a unique User Name and Password, log into the Portal.

1. Click the *Account Preferences* link on the left menu.
2. Click the *Students* tab.
3. Click the *Add* button.
4. Enter in the following information in the *Add Student* form:
  - ✓ **Student Name:** Name of student
  - ✓ **Access ID:** Parent/Guardian Access ID
  - ✓ **Access Password:** Parent/Guardian Password

- ✓ **Relationship:** Select your relationship to the student from the drop down menu.
- ✓ Click the **Submit** button when finished.

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**How do I reset my Password?**

If you have already created your own User Name and Password to access the Portal:

1. Go to the Parent Portal webpage from your school's website or [www.richlandone.org](http://www.richlandone.org), and click on the link for the PowerSchool Parent Portal.
2. In the Login section, click on the *Having trouble logging in?* tab.
3. Enter your User Name and Email Address (use the same user name and email from when you created an account) and click **Enter**.

You will receive an email from PowerSchool with a link to reset your Password. Click on the link to fill out a form to set a new Password to access PowerSchool.

**What if the link to reset my password is no longer valid?**

The link to reset your Password is only valid for 30 minutes. After 30 minutes, you will receive the error message: *The URL is no longer valid, try again to recover your Password.* Please fill out the *Forgot Password* information again to reset your Password.

**How do I change my Password?**

If you know the User Name and Password that you created, log into the PowerSchool Portal. From the menu on the left side, click **Account**

**Preferences.** In the section for your Current Password, click on the small pencil icon next to the row of asterisks. In the spaces provided type in the *Current Password* and a *New Password*. Enter in the same new Password in the Confirm Password box. Click Save when finished.

### **How do I retrieve my User Name?**

1. Go to the Parent Portal webpage from your school's website or [www.richlandone.org](http://www.richlandone.org), and click on the link for the PowerSchool Parent Portal.
2. In the Login section, click on the *Forgot Username?* tab.
3. Enter your Email Address (use the same email that was used when you created the account) and click *Enter*.

You will receive an email from PowerSchool with a link to reset your Password. Click on the link to fill out a form to set a new Password to access PowerSchool. *(If you did not get an email, please check your Spam or Trash folder for it.)*

### **How do I change my User Name?**

If you know the User Name and Password that you created, log into the PowerSchool Portal.

1. Click on *Account Preferences* on from the menu on the left side.
2. In the section for your User Name, click on the small pencil icon next to your current User Name.
3. In the space provided type in your desired User Name. Click Save when finished.

**Why am I receiving the error message "This User Name is already in use. Please enter another choice."**

You are attempting to change your User Name to a User Name that already exists in the in the RCSD1 system. Please try entering in a new unique User Name for access to the Portal.

### **How do I change my Email Address?**

1. If you know the User Name and Password that you created, log into the PowerSchool Portal.
2. Click on Account Preferences from the menu on the left side.

3. In the section for your Email, click in the box where your current email address is located.
4. Remove the old email and type in a new email address. Click Save when finished.

**Why am I receiving the error message "This email address is in use please enter another choice?"**

You are attempting to change your Email Address to an Email Address that already exists in the RCSD1 system. Please try entering in a new unique Email Address for access to the Portal.

**If I am having more problems, who can I contact?**

For the purpose of safety and security for your child, we require all parents to contact the schools where their child is located. They will have access to the student information.