

## How to Reset your Parent Portal Username/Password

Please follow the process below to reset your ParentPortal Username and/or Password.

### Step 1:

- A. Login page: <https://ccsdschools.powerschool.com/public>
- B. Click on "Forgot Username" or "Password"
  - a. To reset your password, go to **Step 2**
  - b. To reset your Username, go to **Step 3**

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PowerSchool SIS

### Student and Parent Sign In

Sign In Create Account

Select Language English

Username

Password

[Forgot Username or Password?](#)

Sign In

Welcome to Parent Portal at Charleston County School District (CCSD)

**Terms of Use**

Use of CCSD electronic communications and systems is subject to federal, state, and local law and regulation, including the Children's Internet Protection Act (47 U.S.C. 254).

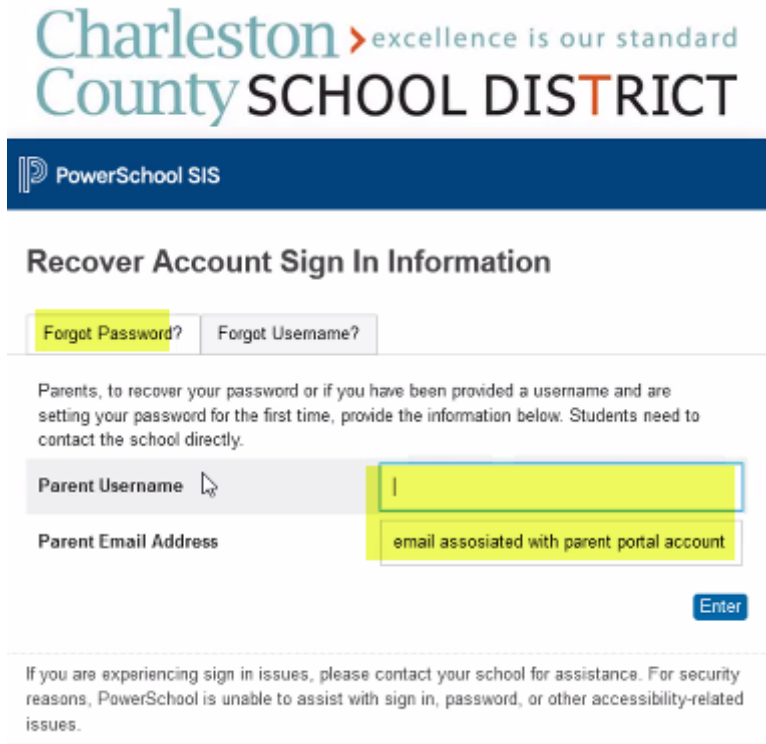
All use is subject to the CCSD Technology Acceptable Use Policy (GBEBD). All users of CCSD networks and electronic communications, including employee and students, shall have no expectation of privacy in such use. CCSD may monitor, disclose, store, or delete electronic communications.

By using CCSD networks and electronic communications, you accept these Terms of Use and agree to comply with all applicable policies, regulations and law.

To accept these terms, please click the "Sign In" button above.

## Step 2: Reset your Password

- A. Click on Forgot Password Tab.
- B. Enter Parent Username associated with your parent access account.
- C. Enter the Parent Email Address associated with your parent access account.
- D. Click Enter.



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### Recover Account Sign In Information

Forgot Password? | Forgot Username?

Parents, to recover your password or if you have been provided a username and are setting your password for the first time, provide the information below. Students need to contact the school directly.

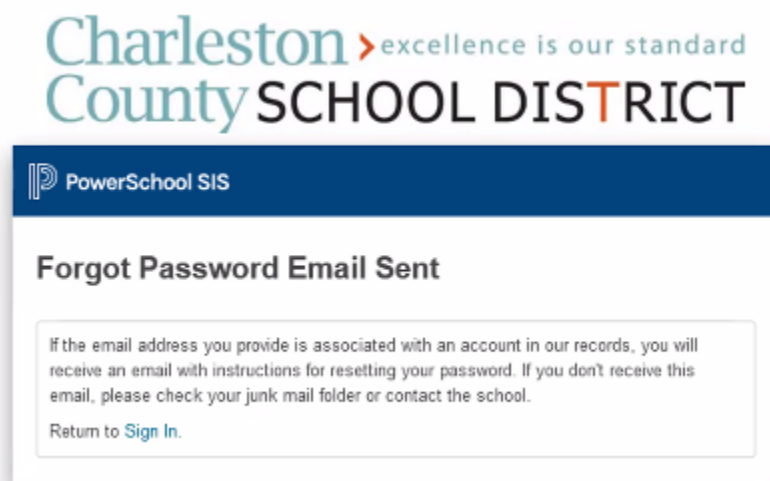
Parent Username

Parent Email Address

Enter

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

- E. A screen will appear with “Forgot Password Email Message Sent”.



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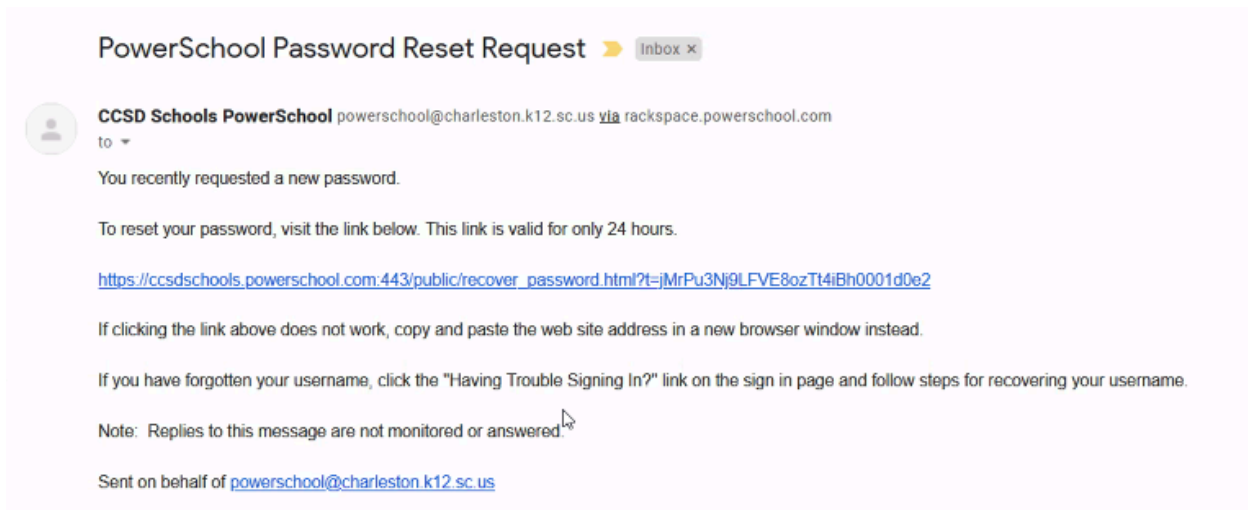
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### Forgot Password Email Sent

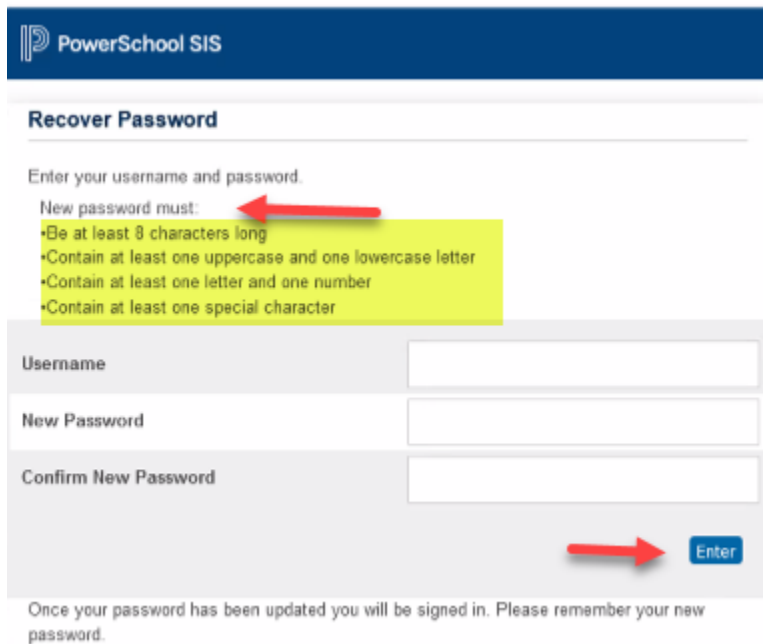
If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.

Return to [Sign In](#).

- F. Go to your email associated with your Parent Portal Account.
- G. Open the “PowerSchool Password Reset Request” email.
- H. Click on the link provided.



- I. A Recover Password screen will appear.
- J. Set up a new password using the “New password must” requirements, highlighted below.

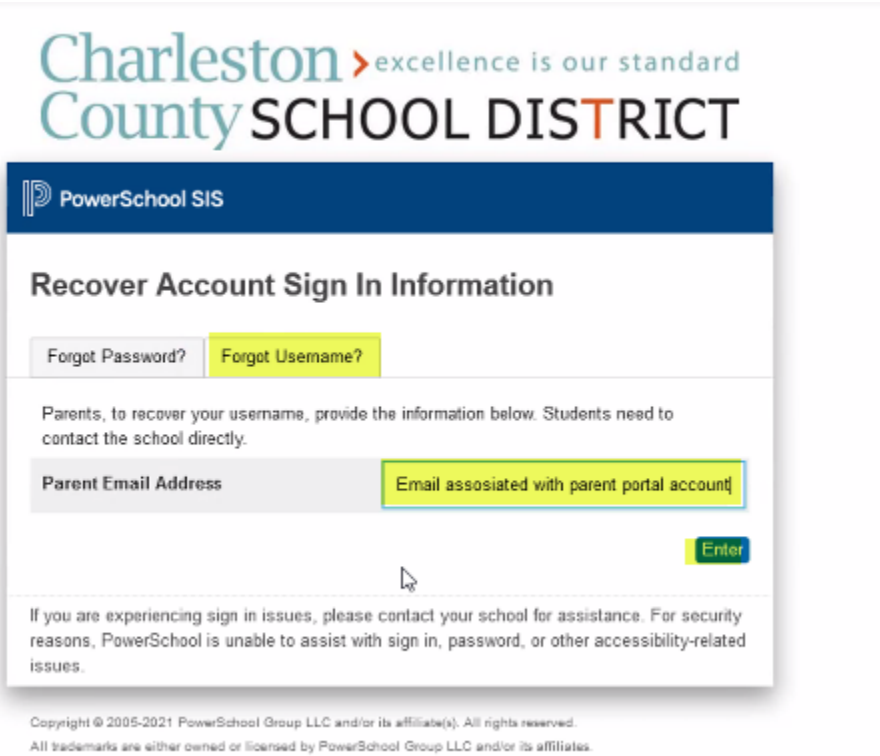


- K. Click Enter.
- L. This will log you in to your Parent Portal account

Exp	Last Week	This Week	Course	Attendance By Class													Absence	Tardies						
				G1	E1	G2	E2	E5	G3	E3	G4	S2	G4	E4	E7	T1								
				M	T	W	R	F	M	T	W	H	F											
HR(AE)	SC-VIP										[1]	[1]	[1]						[1]	[1]	1	0		
3A.CE	SC-VIP											[1]	[1]	[1]					[1]	[1]	1	0		
4A.CE	SC-VIP											[1]	[1]	[1]					[1]	[1]	0	0		
5A.CE	SC-VIP									99	98			99		99	[1]	99		[1]	99	0	0	
6A.B.D	SC-VIP																			[1]	[1]	0	0	
7A.E										100	98			99								0	0	
7A.E	SC-VIP															100	[1]	100		[1]		0	0	
8A.E	SC-VIP									100	98			99		99	[1]	99		[1]	99	0	0	
9A.E	SC-VIP									100	99			100		98	[1]	98		[1]	99	0	0	
3B										100	100			100								0	0	
8B																						0	0	
1C.3D										100	100			100						[1]	[1]	100	0	0
6C.E																				[1]	[1]	0	0	

**Step 3: Reset your Username:**

- Click on Forgot Username Tab.
- Enter the Parent Email Address associated with your parent access account.
- Click Enter.



- A screen will appear with “Forgot Password Email Message Sent”.

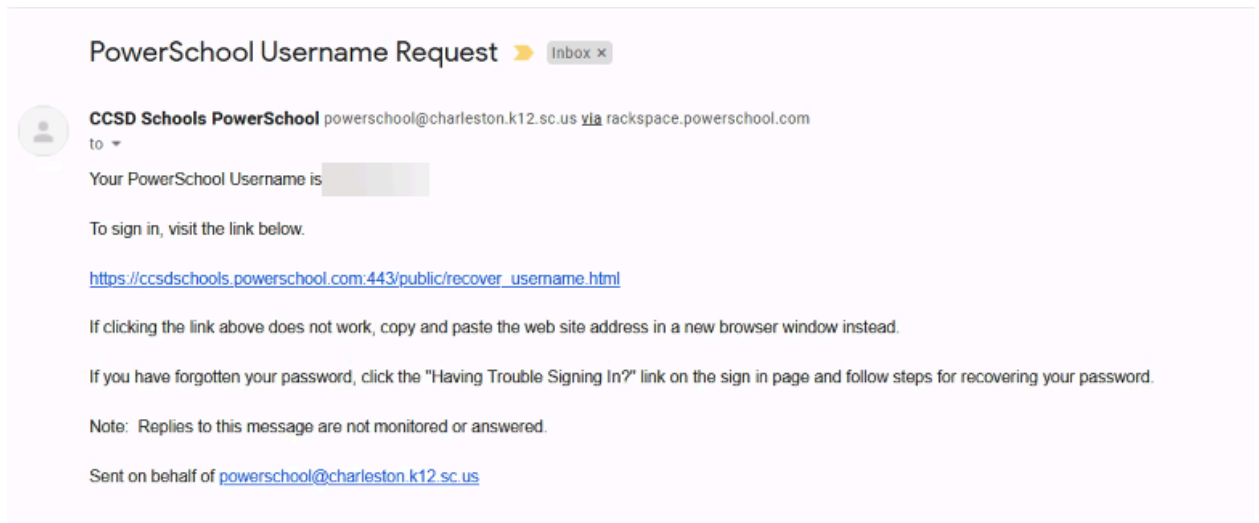
### Forgot Password Email Sent

If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.

[Return to Sign In.](#)

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- E. Go to your email associated with your Parent Portal Account.
- F. Open the “PowerSchool Username Request” email.



- G. Your username will be provided in the email.
- H. Click on the link provided in the email, to go directly to the Parent Portal Log In screen.

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## Student and Parent Sign In

Sign In Create Account

Select Language English

Username

Password

[Forgot Username or Password?](#)

Sign In

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Bienvenido al Portal de Padres de Charleston County School District (CCSD)

- I. Fill in your Username and Password.
- J. Click Sign In.

Note. If you (parent) do not receive an email for the password reset, reach out to your child's school and the data specialist will assist you.