# HOW-TO
RESET AND CREATE PARENT PORTAL ACCOUNTS

This document is to help guide the Data Manager to reset an existing Parent's PowerSchool Parent Portal Account or to create a new account.

==Note==: *Only the Student's Legal Parent or Legal Guardian has permission to create an account. It is the Data Manager's responsibility to verify the person requesting the information is the Parent or Legal Guardian.*

How-To Reset a Contact's Password

> **Start Page > Query for Contact**

➢ From Start Page, search for Parent/Legal Guardian through the Contact Screen. Check to see if the contact needs to have his/her accounts consolidated (*please refer to Managing Student Contacts*).
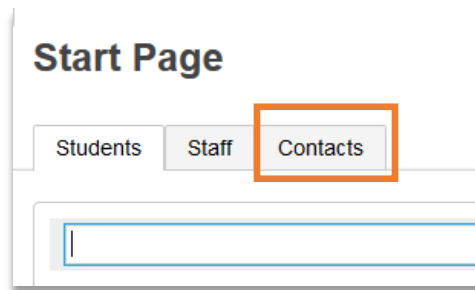
➢ After contact has been consolidated, click on the name to navigate to the contact's information screen.
  o If the contact has an existing account, a green check mark will be under the "Access Account" column.

➢ Under "Web Account Access," Click "Edit Account."

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➢ "Edit Web Account Access" box will appear.
  o Make sure the box next to "Account Enabled" is checked.
  o Enter a generic password in the New Password and confirm password fields, such as your school name. For example: Ferndale#1
  o Click Submit

Edit Web Account Access   ✖

Account Enabled	☑
Username	thompsj5
New Password	
Confirm Password	
Account Email	thompsj5@gcsnc.com Select existing email ▾

Cancel   Submit

How-To Create a Parent Portal Account for Parent/Legal Guardian

This portion is if a contact visits the school to gain assistance from the data manager to create a Parent Portal Account.

Note: *It is the data manager's responsibility to verify that the visitor is the Mother, Father or Legal Guardian of the student. Only the Student's Legal Parent or Legal Guardian has permission to create an account.*

Start Page > Query for Contact

➢ From Start Page, search for Parent/Legal Guardian through the Contact Screen. Check to see if the contact needs to have his/her accounts consolidated (*please refer to Managing Student Contacts*).

Start Page

Students	Staff	Contacts

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- ➢ After contact has been consolidated, click on the name to navigate to the contact's information screen.
    - o If the contact does not have existing account, "Access Account" column will be blank.
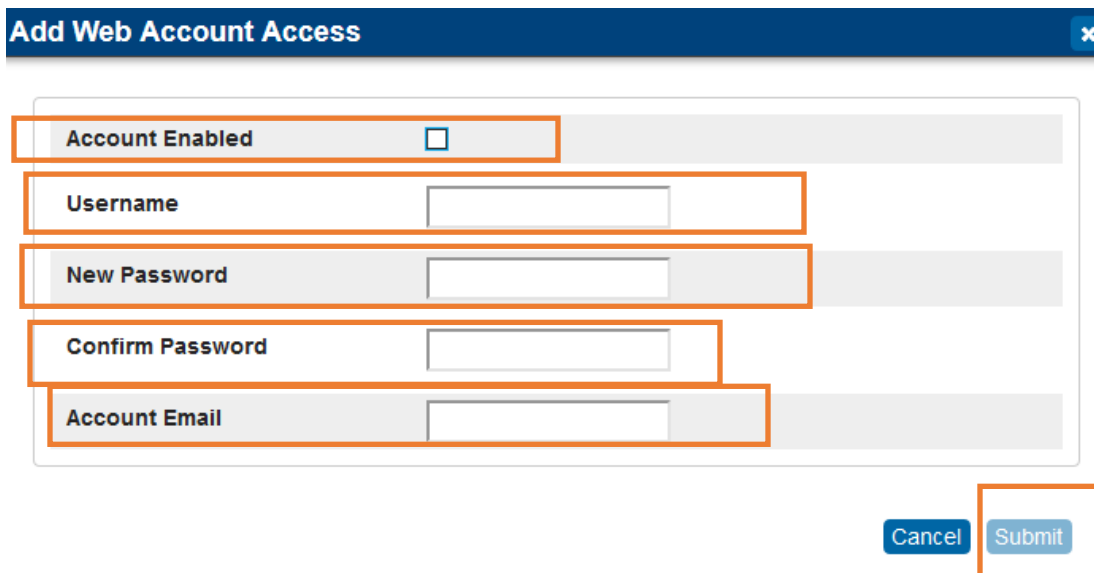

- ➢ Under "Web Account Access," Click "Add Account."

- ➢ "Add Web Account Access" box will appear.
    - o Make sure the box next to "Account Enabled" is checked.
    - o Enter a Username (this is given to data manager by contact).
    - o Enter a generic password in the New Password and confirm password fields, such as your school name. For example: Ferndale#1
        - ▪ (the contact can update the password when they login as themselves.
    - o Click Submit

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How Parent/Legal Guardian Registers Online

Note: If a Parent/Legal Guardian registers and creates a Parent Portal Account online, it will <u>create a duplicate contact.</u>

➢ Parents can register for the Access ID/Access Password to be emailed to them at **pa.gcsnc.com**. The registration instructions are at the top of the screen on the website. Also, the 'Quick Reference Guide to Create an Account for PowerSchool Parent Portal' and the 'Parents User Guide' (how to navigate through parent portal) is posted on the **pa.gcsnc.com** website and will be included in the email to the parent.

How-To Print the Access and ID letter for Parent/Legal Guardian

➢ The Data Manager can print the Parent Web ID/Password letter, print the 'Quick Reference Guide to Create an Account for PowerSchool Parent Portal' and the 'Parent User Guide'. Both of these documents can be found on the GCS Data Console > Data Manager Portal > How to documents. Give all three documents to the parent/guardian (Web ID/Password Letter, Quick Reference Guide and Parent User Guide). The parent will use the quick reference guide for instructions on how to create an account.

   o Start page of PowerSchool - Query for the student
   o From student screen – Print a Report
   o Click pull-down arrow
   o Choose Parent Web ID and Password
   o Watermark Text – Choose Confidential
   o Submit

JT08242019