

## POWERSCHOOL PARENT GUIDE: ACCESSING STUDENT INFORMATION

Updated August 2025

PowerSchool Parent Portal Site: <https://killinglyschools.powerschool.com/public/>

### What is Single Sign On?

In PowerSchool, you are able to create a single “parent” account, and then provide the information to link each of your students’ information to your parent account. In other words, one parent account may access multiple student accounts.

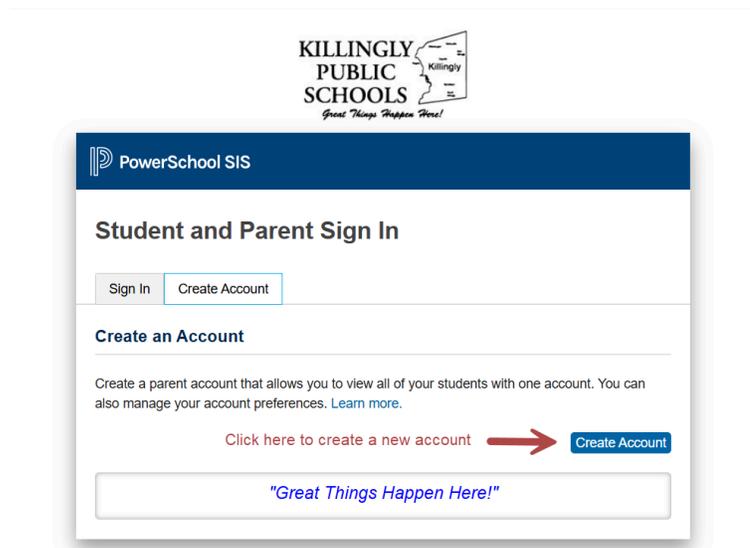
### How do I get started?

→ I HAVE NEVER CREATED A POWERSCHOOL PARENT ACCOUNT AND NEED TO CREATE ONE - PLEASE READ HERE  
Before your proceed:

- You will receive a separate access code and password letter for each of your students. If you have not received your student’s access letter, or if the sign-on process is unclear, please don’t hesitate to contact your student’s school.
- If you have already created an account, but need to add your child to your existing account, please see the section on this below.
- Each parent/guardian can have their own individual account. Each parent/guardian should follow the steps below to create their own account.

### Creating a PowerSchool Account:

Step 1: To begin, go to <https://powerschool.killinglyschools.org/public/> Click on the “Create Account” button.



### STEP 2: Complete the Create Parent Account Screen. (see screen capture below)

1. Enter your first name, last name and email address.
2. Create a desired username. The Username **cannot contain the following special characters \* & . @ < >**
3. Create a password for the account. The password must be at least 8 characters long. Re-enter the password for confirmation.
4. Complete the **Link Students to Account**. Enter your child’s name, Access ID and Access Password for each child on your account. This information can be found in a separate letter sent from your child’s school. If you have not received this letter, please contact the school.
5. Click the Enter button when you are finished. If all your information is correct, and the username is available, you'll be greeted with a confirmation screen. Your new account should be permanent and last as long as your children are enrolled in the district. If there is an error, please read the comments, correct the information, and press the **Enter** button again.

### Create Parent Account

#### Parent Account Details

First Name

Last Name

Email

Re-enter Email

Desired Username

Password

Re-enter Password

Password must:
 

- Be at least 8 characters long
- Contain at least one uppercase and one lowercase letter
- Contain at least one letter and one number
- Contain at least one special character
- Not be a well known password

#### Link Students to Account

Enter the Access ID and Access Password for each student you wish to add to your Parent Account

1

Student Name

Access ID

Access Password

2

Student Name

Access ID

Access Password

3

Student Name

Access ID

Access Password

If you need further assistance, the School Counseling Staff can help get you up and running.

→ **I ALREADY HAVE AN EXISTING POWERSCHOOL PARENT ACCOUNT - PLEASE READ HERE**

If you created an account in the past and you have no new students to the district, then you are all set to use PowerSchool for this year. Log on to PowerSchool at <https://powerschool.killinglyschools.org/public/> and enter your username and password. Your student’s information will be updated to reflect their new grade and if applicable, school.

If you already have an existing PowerSchool account, but forgot your username and/or password, then refer to the USERNAME AND PASSWORD issues section of this guide.

→ **I ALREADY HAVE AN EXISTING POWERSCHOOL ACCOUNT, BUT NEED TO ADD ANOTHER CHILD - PLEASE READ HERE**

If you created an account in the past, log into PowerSchool at <https://powerschool.killinglyschools.org/public/> and enter your username and password. Then click on the **Account Preferences** button. Follow the instructions below:

**Step 1:** Click on **Account Preferences**, then the **Students tab**. A list of your students will appear.

**Step 2:** Click on the Add+ button to add a new student to your list.

**Step 3:** Enter the student’s name, Access ID and Access Password. This information can be found in the access code letter sent from your student’s school. Click the **Submit** button when completed. Your child will now be added to your list of students.

→ Repeat these steps for all students that you wish to add.

*Note: If you have not received your child’s access code letter, please contact your student’s school.*

Account Preferences - Students



Add Student

Student Access Information

Student Name

Access ID

Access Password

Cancel OK

## USERNAME AND PASSWORD ISSUES

Before contacting your student's school, please read the section below about common username and password issues.

### HELP! I forgot my username and/or password!

If you forgot your username and/or password, click on the "Having Trouble Signing in?" link below the username and password boxes. A screen will appear to assist you in retrieving your username and password.

The image shows two screenshots from the PowerSchool SIS interface. The left screenshot is titled "Student and Parent Sign In" and features a "Sign In" button and a "Create Account" button. Below these are fields for "Select Language" (set to English), "Username", and "Password". A red arrow points from the "Forgot Username or Password?" link below the password field to the right screenshot. The right screenshot is titled "Recover Account Sign In Information" and has a "PowerSchool SIS" header. It contains two tabs: "Forgot Password?" and "Forgot Username?". Below the tabs is a text prompt: "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." There are input fields for "Username" and "Email Address", and an "Enter" button at the bottom right.

### When I create an account, PowerSchool doesn't accept my username choice.

The username **cannot contain the following special characters** \* & . @ < >

Also, the username must be unique and cannot be used by any other user in the system including other parents, students, teachers, staff, and admin accounts.

### When I create an account, PowerSchool doesn't accept my password choice.

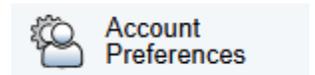
Passwords must be a minimum of 8 characters in length.

### When I create an account, PowerSchool says that my email address is already in use.

Only one account can be associated per email address. If you or someone else in your family has already created a PowerSchool Parent Portal Account with that email address, you must use an alternate email address. If you do not remember your account information associated with that email address, please see above: HELP! I forgot my username and/or password.

### How do I change my password, username, or email address in my account?

To change your password, log in to the PowerSchool Parent Portal. Then click on the **Account Preferences** button. On the **General** tab, you can change your email address, password, and username. You will receive an error if:



- your email address is already registered to another existing PowerSchool account
- your username contains the special characters \* & . @ < >
- your username is already being used by someone else in PowerSchool • your password does not meet the minimum 8 character requirement.

## FREQUENTLY ASKED QUESTIONS

### **How do I get an access code letter for my child?**

A separate access code letter was sent to all parents/guardians for each child. If you did not receive one, please contact your child's school.

### **Do I need a separate access code letter for each of my children?**

Yes, you will receive a unique access code letter for each child. If you did not receive a letter for one of your children, please contact your child's school.

### **I have multiple children in the district. Can I have access to all their accounts under just one user name and password?**

Yes! Each student has a separate access code and access password. Please refer to the beginning of this document about how to add all your children to your account.

### **My husband/wife and I are separated/divorced; can each guardian have a username and password for our child's account?**

Yes. PowerSchool allows each guardian to have their own account. Please refer to the beginning of the document on how to create an account.

### **Do I need a new username and password each year if my child is returning?**

No, all login information will remain active as long as your child is a student at Killingly Public Schools.

### **What happens to my access to the PowerSchool Parent Portal once my child leaves the district?**

Access is automatically disabled if the student transfers or graduates.

### **I try to login to the site, but I keep getting an error message "login has expired" or "cannot access site". What is wrong?**

All browsers are not created equal, and some refuse to give up what they have in their cache. Refresh the page and try to login again. How to refresh the page differs for each browser. Searching Google for "refresh page Firefox" or "refresh page Safari" (replace Safari and Firefox for your browser) may help for instructions.

### **When I go to the login page, the password fills in with dots all the way across. Why?**

The computer is remembering the password but not giving clues to how long it is. Apparently, someone clicked "yes" to remember the password and PowerSchool Parent Portal does not like it. You must clear passwords for your browser. How to clear passwords differs for each browser. Searching Google for "clear passwords Firefox" or "clear passwords Safari" (replace Safari and Firefox for your browser) may help for instructions.

### **When can I access the PowerSchool Parent Portal?**

The PowerSchool Parent Portal will be available to registered parent(s)/guardian(s) 24 hours a day, seven days a week. During the summer there are scheduled downtimes for maintenance/upgrades.

### **Can I access the PowerSchool Parent Portal from anywhere?**

Yes, you can access the PowerSchool Parent Portal from any device with Internet access. The URL is <https://killinglyschools.powerschool.com/public/> This includes mobile devices such as iPhone, iPad, and Android devices.

### **What kind of computer equipment do I need to view the PowerSchool Parent Portal?**

Almost any device with an Internet connection can access the PowerSchool Parent Portal. Please just make sure you use an up to date Internet browser. You may also view PowerSchool on your iPhone, iPad, or Android devices through an internet browser OR the PowerSchool app (more on the app below).

## USING THE POWERSCHOOL APP ON MOBILE DEVICES

Available on iOS for Apple Devices and the Google Play Store for Android Mobile Devices.



**PowerSchool Mobile** (4+)  
PowerSchool Group LLC  
#8 in Education  
★★★★★ 4.6 • 837.1K Ratings  
Free

Built for convenient access to real-time student information like grades, assignments, and attendance, the PowerSchool Mobile App now provides enhanced functionality for parents, guardians, and students

- Get easy access to the most important student data with an updated user interface, dashboard, and improved app structure
- Use new dashboard widgets for quick access to important information including: GPA, Class Overview, Assignments Due, Assignments Graded, Attendance & School Bulletins
- Customize the dashboard by reordering or hiding widgets to prioritize the information that is most important to you
- Access class information and grades across terms and drill-down to detailed views of class assignments, attendance, and standards
- View class assignments for the week or month in a new calendar view, and drill-down to assignment details
- Manage push and email notifications, student profiles, access school information, and more

### Killingly Public Schools Mobile App District Code: NJTL

#### Having trouble signing into the app?

If you're experiencing issues, try deleting the app from your device and reinstalling it. This simple step ensures the app receives any necessary updates to function correctly.

We often see this happen at the start of the school year, especially if your student is returning and you've used the PowerSchool app before. Over the summer, the app may not have updated properly, which can cause login problems.