

# PowerSchool

## USER NAME AND PASSWORD ISSUES

Before contacting your child's school, please read the section below about common user name and password issues.

### 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.

#### Parent Sign In

Username

Password

[Having trouble signing in?](#)

#### Recover Account Sign In Information

To recover your account sign in information, provide the information below.

Forgot Password?  Forgot Username?

Username

Email Address

If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with sign in, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.

### 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 6 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 **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 6 character requirement

