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Part 1: The Parent/Student Portal Overview
Note to the Principal

Site Principal,

The PowerSchool Parent/Student Portal is a very useful tool that can improve communication between your school and your parent community. This handbook was created to help provide your site with important information regarding the application and the steps necessary to provide a successful implementation.

Please address the following questions before distributing the PowerSchool Parent/Student Portal information to parents:

- What are some methods that other schools have used to successfully launch the PowerSchool Parent/Student Portal? - See Models of the Parent/Student Portal Implementation - p. 10
- What does my site have to do before we distribute Parent Access information? - Follow the steps in Setup for the Parent/Student Portal – p. 11

One important feature of the PowerSchool Parent/Student Portal is the ability to provide parents with class assignment information. This information comes directly from what teachers enter into PowerTeacher Gradebook. District schools that have implemented the PowerSchool Parent/Student Portal have reported that when some teachers create and score assignment information in PowerTeacher Gradebook, and others do not, parents notice this and contact the school about the discrepancy. We encourage you to develop a policy at your school to try and ensure Gradebook Assignments are consistently used and scored by teachers in different classrooms.

Communication between schools and parents enhances student achievement in the classroom. The PowerSchool Parent/Student Portal provides another means by which parents can connect with their student’s education.
PowerSchool Parent/Student Portal Facts

<table>
<thead>
<tr>
<th>What is the PowerSchool Parent/Student Portal?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PowerSchool Parent/Student Portal is a web site parents and students can use to view up to date information on Attendance, Assignments, and other academic information. The PowerSchool Parent/Student Portal is accessible from any computer or device with an internet connection.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What academic information is accessible to parents and students?</th>
</tr>
</thead>
<tbody>
<tr>
<td>With minimal school set up, parents and students can access the following information:</td>
</tr>
<tr>
<td>• Attendance</td>
</tr>
<tr>
<td>• Grades and Assignments</td>
</tr>
<tr>
<td>• Teacher Comments</td>
</tr>
<tr>
<td>• Email Notifications</td>
</tr>
<tr>
<td>• School Bulletin</td>
</tr>
<tr>
<td>• Schedule Information</td>
</tr>
<tr>
<td>• Account Preferences</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who can have access to the PowerSchool Parent/Student Portal?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any parent/guardian who is listed on the PK – 12 Enrollment form can request access to the PowerSchool Parent/Student Portal.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How does a Parent or Student receive access to the PowerSchool Parent/Student Portal?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The school site is responsible for developing a process to distribute Access Keys (ID and passwords) to parents. The school must verify that the person has permission to access the student data before issuing the Access information. Access information must be handed to the person or mailed home to the address on the PK – 12 Enrollment form. The site cannot hand the information to the student for them to take home.</td>
</tr>
<tr>
<td>Parents receive access to the PowerSchool Parent/Student Portal in one of two ways:</td>
</tr>
<tr>
<td>1. Parents create their own account in the Parent/Student Portal, then using an Access ID and Password issued by the school, they link their student to the account.</td>
</tr>
<tr>
<td>2. Power Users can create, within PowerSchool, a Parent/Student Portal account and temporary password for the parent, then associate the student to the account.</td>
</tr>
<tr>
<td>Students access the Student Portal using their Active Directory (AD) username and password.</td>
</tr>
</tbody>
</table>
### What PowerSchool set up is required for information to be viewable in the PowerSchool Parent/Student Portal?

Some set up is required in PowerSchool in order for grade information to be viewable. Beyond that, parents will see data that already exists in PowerSchool.

The following items must be set up in PowerSchool:

- **Quick Lookup Preferences** – The settings on this page specify which grades appear on the Quick Lookup page, in PowerSchool Administrator, and on the Grades and Attendance page, in the Parent/Student Portal.

- **Current Grade Display** – The term selected on this page determines what Term GPA is displayed on the Quick Lookup page, in PowerSchool Administrator, and on the Grades and Attendance page, in the Parent/Student Portal. It also determines the reporting terms used in the parent email notifications for the Parent/Student Portal.

- **Parent/Student Access** – This page is used to configure the Parent/Student Portal at your school. You have the option to disable access to the Parent/Student Portal, override the default term, and disable specific features so that parents and students cannot access them.

- **GPA Student Screens** – Set up of this item determines what type of GPA is displayed on the Grades and Attendance page in the Parent/Student Portal. If this item is left blank, GPA will not be displayed.

- **Daily Bulletin (optional)** – The Daily Bulletin can be used to post announcements, messages, and reminders viewable in the Parent/Student Portal, PowerTeacher, and PowerSchool.

- **School Map (optional)** – Use this page to upload a map of your school. The map is viewable on the School Information page, in the Parent/Student portal.

### Are there inconsistencies that parents may notice?

Parents may notice inconsistencies if only some of the teachers are using Gradebook to enter assignments and scores. Parents may also notice inconsistencies with the Grades displayed, if your school has not updated the Quick Lookup Preferences page in PowerSchool.
Who will provide technical support to the parents?

The school site is primarily responsible for providing technical support to parents. A Parent Guide is provided that your school can customize and provide to parents. If parents at your school encounter an application error in the Parent portal, you should contact the ITSS Help Desk. Please do not have parents call.

Someone at your school, most likely the Power User, will need to be responsible for assisting parents with the following tasks:

- Create Parent Portal accounts, for parents having trouble creating one for themselves.
- Reset parent passwords, for parents having trouble resetting their own password.
- Disable or inactivate Parent Portal accounts that will no longer be used.
- Unlock Parent Portal accounts, for parents who have exceeded the login attempts.
Models of Parent Portal Implementation

The PowerSchool Parent Portal allows parents/guardians to have access to personal information about their students. In order to ensure the safety of our students, your site needs to develop a process for distributing the Access IDs and Passwords to parents that includes steps for verifying that only the appropriate people receive an account. Your site must address methods for providing training and support to your parents as well.

Your school may wish to designate a staff member (e.g., Vice Principal or Power User) as the Site Parent Portal Coordinator. See the Implementation Models below for suggested responsibilities for your Site Parent Portal Coordinator.

This overview includes two different models for implementation. Each model addresses the following issues:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Model 1</th>
<th>Model 2</th>
<th>NOT ACCEPTABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Develop process for determining if parent has legal access to student data.</td>
<td>Attendance clerk checks the Enrollment form and Legal Bindings in PowerSchool.</td>
<td>Secretary checks the Enrollment form and Legal Bindings in PowerSchool.</td>
</tr>
<tr>
<td>2</td>
<td>Develop method for distributing Access information to parents that includes method to verify that appropriate parent received the information.</td>
<td>Parent must attend a &quot;Parent Portal Night&quot; where a school employee checks a photo ID.</td>
<td>Access ID and Password information is mailed home to the address on the enrollment form only.</td>
</tr>
<tr>
<td>3</td>
<td>Create plan for providing training to parents.</td>
<td>Parents will receive training during &quot;Parent Portal Night.&quot;</td>
<td>Parents receive Parent Portal Parent Guide on how to use the application.</td>
</tr>
<tr>
<td>4</td>
<td>Develop support plan for parents who have technical/password questions.</td>
<td>Parents will contact the Site Parent Portal Coordinator or a school administrator.</td>
<td>Ask parents to contact the IT Help Desk for assistance.</td>
</tr>
<tr>
<td>5</td>
<td>Develop a plan to handle parents who forget their passwords, and are having difficulty resetting it themselves, or whose accounts have been disabled.</td>
<td>Ask the parent to come in with a picture ID. Site Parent Portal Coordinator or Power User will provide or change their password.</td>
<td>Provide a password to someone calling on the phone.</td>
</tr>
</tbody>
</table>

Your site may choose to modify one of these methods or develop your own but it must address the five issues mentioned above.
Part 2: PowerSchool Setup for the Parent/Student Portal
Quick Lookup Preferences

The Quick Lookup Preferences page specifies which grades appear on the Quick Lookup page, in PowerSchool Administrator, and on the Grades and Attendance page, in the Parent/Student Portal. It is important to update this page every time grades are stored.

NOTE: Be patient, this page can take some time to load.

The settings on this page are year-specific. By changing the Term on the Start Page, you are able to set the Quick Lookup Preferences for prior years.

1. From the Start Page, select School, under Setup.
2. Select Quick Lookup Preferences, under General.
3. Configure the Quick Lookup Preferences page as follows:

   It is possible to display different Store Codes in PowerSchool Administrator, PowerTeacher, and the Parent/Student Portal.

   a. For each Store Code, turn on the checkbox if you wish to display these grades in PowerSchool Administrator, PowerTeacher, and the Parent/Student Portal.

   b. Under Source of Data, select either:

      • Gradebook – This will display the current grade directly from the teacher’s Gradebook. This grade will change as the teacher updates their gradebook.

      → If Secondary grades have not been stored, the source should be Gradebook.

      → Elementary School Standards are not stored, the source should always be Gradebook.

      • Historical (stored) – This will display the Stored Grade. This field must be changed to Historical (stored) AFTER grades have been stored for the term.

      → Once Secondary grades have been stored, the Source of Data should always be Historical.

   c. Show Citizenship Grade – Check this box if you would like the citizenship to display on the Quick Lookup page, in PowerSchool Administrator, and on the Grades and Attendance page, in the Parent/Student Portal.

      • Elementary Schools leave the box UNCHECKED.

4. Click Submit.
Quick Lookup Preferences – Secondary School

Change the Term to set Quick Lookup Preferences for past terms.

For each Store Code, turn on the check box if you wish to display these grades.

After storing grades for a specific term, change the Source of Data field to Historical (Stored).

The Gradebook (Current) setting will display the current grade from the teacher’s gradebook. This grade is dynamic and will change as the teacher updates their gradebook.

Check this box if you want the Citizenship Grade to display on the Quick Lookup page in PowerSchool and the Grades and Attendance page in the Parent/Student Portal.

Submit

Quick Lookup Preferences – Elementary School

For each Elementary Store Code, turn on the checkbox if you wish to display the Standards.

Leave the Source of Data set to Gradebook (Current)

Leave this box unchecked.

Submit
Current Grade Display

The **Active Term** determines what **Term GPA** is displayed on the **Quick Lookup** page, in PowerSchool Administrator, and on the **Grades and Attendance** page, in the Parent/Student Portal. It also determines the reporting terms used in the parent email notifications for the Parent/Student Portal.

1. From the **Start Page**, select **School**, under Setup.
2. Select **Current Grade Display**, under **Grading**.
3. Select the appropriate term from the **Active Term** drop-down.
4. Click **Submit**.

---

**Current Grade Display - Serra High**

The **Active Term** is used for:

- Calculating the Quick Lookup GPA from Gradebook grades.
- The default term for current Gradebook grades when a term is not specified.
- The Grades and Attendance page in the Parent/Student Portal. It also determines the reporting terms used in parent email notifications in the Parent/Student Portal.

To modify which terms appear, go to **Quick Lookup Preferences**.

The **Active Term** selected here determines what term GPA is displayed on the **Quick Lookup** page and on the **Grades and Attendance** page in the Parent/Student Portal.

It also determines the reporting terms used in the parent email notifications in the Parent/Student Portal.
Parent/Student Access

The Parent/Student Access page is used to configure the Parent/Student Portal at your school. You have the option to disable access to the Parent/Student Portal, override the default term, and disable specific features so that parents and students cannot access them.

1. On the Start Page, select School, under Setup.
2. Select Parent/Student Access, under General.

On the General tab:

a. Select the appropriate term from the Parent/Student Access Term drop-down, or leave it blank to use the default term. 

**NOTE:** The term selected in this field will override the default term set on the Miscellaneous page, under School Setup.

b. The Default Student Matrix Term determines what is displayed on the My Schedule page (Matrix View tab), in the Parent/Student Portal.

c. **OPTIONAL:** Check the box Disable Access to Public Portal, to temporarily shut down access to the Parent/Student Portal at your school. Include a brief message to explain why the portal has been disabled.

3. Click Submit.
4. On the **Available Features** tab:
   a. Check the box of the feature you wish to disable. Parents and students will not have access to this feature in the Parent/Student Portal.
      - **Secondary Schools** – Check the Standards box to disable this feature in the Parent/Student Portal.
      - **Elementary and K-8 schools** – During grade reporting and parent/teacher conference time, check the Standards box to disable viewing access in the Parent/Student Portal.
        After conferences are over, uncheck the Standards box to enable viewing of Standards in the Parent/Student Portal.
   b. Click **Submit**.
GPA Student Screens Setup

The GPA Student Screens determines what type of GPA is displayed on the Quick Lookup page in PowerSchool and on the Grades and Attendance page in the Parent/Student Portal. If the Type of Current GPA field is left blank, the GPA will not be displayed. The Cumulative GPA will display on the Student Page, under Cumulative Info, regardless whether a GPA Type is selected.

1. From the Start Page, select School under Setup.
2. On the School Setup page, select GPA Student Screens under Grading.
3. Setup the GPA Student Screens:
   a. Select the Type of Current GPA to display under schedule from the drop down. This information determines what GPA calculation appears on Quick Lookup and Parent Portal.
   b. The data displayed in the Row Title and Data fields appears on the Student page under Cumulative Info.
Daily Bulletin (Optional)

The daily bulletin is a tool administrators, secretaries, counselors, teachers, and staff use to post announcements, messages, and reminders to staff in PowerSchool, and to parents and students in the PowerSchool Parent/Student Portal.

Creating Bulletin Items

1. On the Start Page, click Special Functions.
3. Click New.
4. Enter a date range.
5. Select the target audience.
   - **Public**: All users (administrators, parents, students, and teachers) can view the item.
   - **Teacher Users**: Administrative users and teachers can view the item.
   - **Admin Users**: Only administrative users can view the item.
6. Enter the sort order.
7. Enter an item title, such as **Open House this Thursday**.
8. In the Item Body, type your message using the formatting toolbar and HTML, if desired.
9. Click **Submit**.
Editing Bulletin Items

1. On the Start Page, click Special Functions.
3. Click the start date of the bulletin item you wish to edit.
4. Edit the Date Range or Target Audience fields.
5. Enter a sort order:
   - Items that have the same sort order will sort by date.
   - Use the default sort order of 0 for items that are very important and need to be listed first.
6. Edit the Item Title and Item Body fields.
7. Click Submit.

Deleting Bulletin Items

1. On the Start Page, click Special Functions.
3. Click the bulletin item’s start date.
4. Click Delete.

Viewing All Bulletin Items

1. On the Start Page, click Special Functions.
3. Below the list of items, click Show All Bulletin Items, including expired terms.
School Map

You can upload a map of your school that is viewable on the School Information page in the Parent/Student Portal.

The following formats are recommended for upload: PDF, JPEG, PNG.

**How to Upload a School Map**

2. On the School Setup page under General, select School Map.
3. Click Choose file (or Browse) on the School Map page.
4. Select the School map file.
5. Click Submit.
6. The uploaded map file appears as a download link on the School Map page.

**How to Delete a School Map**

Once the school map has been uploaded, you may need to remove it in the future.

2. On the School Setup page under General, click School Map.
3. Click Delete School Map. The School Map page appears and the school map link is removed.
Part 3: Parent/Student Portal Access
Enabling Parent Access and Assigning Parent Access Keys

Parents have the ability to create and manage their own Parent Portal accounts. But before they are able to create an account, you must enable their access to Parent Portal and assign them an Access Key. An Access Key is a unique ID and Password that enables parents to associate their student to the Parent Portal account.

Parent Access Keys can be assigned in one of two ways:

- The ID/Password Assignment function will assign parent access keys for a group of students
- The Access Accounts page will assign an access key for an individual student.

Enabling Parent Access and Assigning Parent Access Keys for a Group of Students

1. On the Start Page, select the group of students whose parents have requested access to Parent Portal.
2. Click the Select Function menu.
3. Select ID/Password Assignment.
4. On the **Assign ID and Password** page, verify the radio button for the group of students is selected.

5. All other fields have been set to default and have been disabled.

6. Click **Submit**.

7. A confirmation message indicates all students have been processed.
Enabling Parent Access and Assigning a Parent Access Key for an Individual Student

1. On the Start Page, search for and select the student.
2. On the Student Pages main menu, select Access Accounts.
4. Click Auto-Assign IDs and Passwords for this student to create an Access ID and Password automatically.
5. Once Access Keys are assigned, click **Submit**.

**NOTE:** The Access Password can be viewed on this page (it is no longer hidden).

![Access Accounts Form]

6. A confirmation message indicates your changes have been saved.

![Assign IDs & Passwords]

- All students have been processed.
Distributing Parent Access Information

The school site is responsible for developing a process to distribute Access information (ID and passwords) to parents. The school must verify that the person has permission to access the student data before issuing the Access information. **Access information must be handed to the person or mailed home to the address on the PK – 12 Enrollment form.**

School sites have a couple of ways of providing parents with Access information:

- **Use Quick Export to extract Access ID and Password data.** Data can be put into a spreadsheet and mail merged to the Parent Portal Parent Guide. This guide can be found on the district website: https://www.sandi.net/staff/powerschool/parent-portal.

- **Create a Parent Portal Form Letter Report** to have PowerSchool generate Parent Portal Access letters.

Using Quick Export for Mail Merge to the Parent Portal Parent Guide

The Parent Portal Parent Guide provides parents with access information and instructions on how to create an account.
1. On the **Start** page, select a student, or group of students.

2. Click the **Select Function** button.

3. Select **Quick Export**.

4. Enter the following field names in the **Quick Export** field window:
   - **Student_Number**
   - **Lastfirst**
   - **Web_id**
   - **Web_Password**

5. Click **Submit**.
6. When the text document opens, select **File** and **Save As** to save to your desktop.

7. To create your mail merge, open the text document in Excel, and proceed with the mail merge process.
Creating a Parent Portal Form Letter Report

Creating a form letter in PowerSchool takes a little time and the knowledge of basic HTML code. However, once the letter is created, you can print a Parent Portal letter without having to use a mail merge. PowerSchool will generate the pertinent access information automatically.

**NOTE:** A sample letter is included at the end of this section.

1. From the **Start** page, select **System Reports**.
2. Select the **Setup** tab.
3. Select **Form Letters**.
4. Click **New**.
5. Use the recommended format for the **Title of this form letter**:
   
   School Name – Parent Portal Letter (Serra – Parent Portal Letter)

6. The remaining fields can be configured to suit your needs, or left in their default state.
7. Select the **only users at your school** radio button.
8. Check the **Teachers can print?** box if you want this report available to teachers.
9. Click **Submit**.

---

**New Form Letter**

- **Title of this form letter**: Serra - Parent Portal Letter
- **Default font**: Palatino
- **Default font size**: 10
- **Default text line height**: 12
- **Page Size**: Letter (8 1/2" x 11")
- **Margins (inches)**: Left 75, Top 5, Right 5, Bottom 5
- **Orientation**: Portrait (vertical)
- **Scale**: 100
- **This report available to**: only users at Serra High
- **Teachers can print?**:

---

**IMPORTANT!** Make this report available to only users at your school.

**Check this box if you would like to make this report available to teachers.**
10. On the Form Letters page, select the name of the new letter.

![Form Letters](image)


![Edit Form Letter](image)

12. Type your letter (or Copy and Paste the sample letter) into the Edit Body: screen.

13. Click Submit.
Sample Text for Parent Portal Form Letter

<B>^[schoolname]</B>
^([39]schooladdress)
Phone: ^([39]schoolphone)-

^[letter.date]

To the Parent or Guardian of <B>^[First_name] ^(Last_name)</B>

Dear Parent or Guardian:

PowerSchool's Parent Portal is an online program to access ^(first_name)'s current grades and attendance.

The website address is <b><U>https://powerschool.sandi.net/</U></b>

Once you have accessed the <b>PowerSchool Student and Parent Sign In</b> page, Select the <b>“Create Account”</b> tab.
You will be prompted to create your own unique username and password.
Then, using the <b>Parent Access ID</b> and <b>Password</b> below, link your student to your account.

<B><i>This confidential information is only for the parent or guardian of ^(first_name)
^(Last_name).</i></B>

Please keep your username and passwords confidential so that only you can access the information.
Students will have their own username and password information.

Sincerely,
Principal name goes here
Printing the Parent Portal Form Letter

Use the Form Letter Report to print a Parent Portal letter for an individual student or a group of students.

Printing for One Student

1. On the Start page, select a student.
2. On the Student page, select Print A Report.
3. On the Print A Report page, select the name of your letter from the drop-down menu.
4. The remaining fields can be configured to suit your needs, or left in their default state.
5. Click Submit.
6. The report will be sent to the **Report Queue (System) – My Jobs** page. Refresh the page until the Status changes to **Completed**.

7. Right-click on **View** and **Open Link in New Tab**.

---

**Printing for a Group of Students**

1. On the **Start** page, select a group of students.
2. Click the **Select Functions** button.
3. Select **Print Reports**.
8. On the **Print A Report** page, select the name of your letter from the drop-down menu.

9. The remaining fields can be configured to suit your needs, or left in their default state.

10. Click **Submit**.
Sample Parent Portal Letter

Serra High  
5156 Santo Rd  
San Diego, CA 92124  
Phone: (858) 496-8342  

November 3, 2015  

To the Parent or Guardian of Ferris Bueller  

Dear Parent or Guardian:  

PowerSchool’s Parent Portal is an online program to access Ferris’ current grades and attendance.  
The website address is https://powerschool.sandi.net/  
Once you have accessed the PowerSchool Student and Parent Sign In page, Select the “Create Account” tab.  
You will be prompted to create your own unique username and password.  
Then, using the Parent Access ID and Password below, link your student to your account.  

This confidential information is only for the parent or guardian of Ferris Bueller.  
Parent Access ID: 15736018  
Parent Access Password: 805470  

Please keep your username and passwords confidential so that only you can access the information.  
Students will have their own username and password information.  

Sincerely,  
Mr. Rooney
Enabling Student Access

When Student Access is enabled, the student has the ability to sign on to the PowerSchool Student Portal. Students log in using their Active Directory (AD) username and password.

For instructions on obtaining student usernames and passwords, see the System Administration for Power Users Handbook: Accessing Student AD Usernames and Passwords

Mass Enabling Student Portal Access for All Students

There may be times when a Power User needs to enable access for a large group of students. Usually, this takes place at the beginning of school with a new group of incoming students. Mass enabling will not affect students that already have access.

1. On the Start Page, select All students.
2. Click the Select Functions button and select Student Field Value.
3. On the Student Field Value screen, select Allow Student Portal Login.
4. Enter the number 1 in the New Field Value window.
5. Click Submit.
Enabling Access for an Individual Student

1. On the Start Page, select the student.
2. From the Student Page, select Access Accounts.
3. On the Access Accounts screen, check the Enable Student Access box.
4. Click Submit.

Disabling Access for an Individual Student

There may be times when the Power User needs to disable the student’s access. For example, if the student violates the district rules regarding technology and internet use.

1. On the Start Page, select the student.
2. From the Student Page, select Access Accounts.
3. On the Access Accounts screen, uncheck the Enable Student Access box.
4. Click Submit.
Part 4: Managing Parent Accounts in PowerSchool
Technical Support

Occasionally, parents may request assistance with their account.

Power Users may be asked to create a Portal account for a parent who is having difficulty creating one for themselves. And while parents have the ability to manage their portal account and Password, Power Users may also be asked to reset parent account passwords, or enable accounts that have been disabled.

**NOTE:** Each time a parent account is created or updated, an email notification is automatically sent to the parent.

If your school does not want the parent to receive a notification of a change, the parent account should be disabled before making the update, then re-enabled after the update has been submitted. (See page 47, Disabling a Parent Account).

**Creating a Parent Portal Account in PowerSchool**

**IMPORTANT!** Before creating a Parent Portal account, you must have the consent from the parent/guardian. Do not create a Parent portal account for a parent/guardian without their knowledge. Please also check to make sure the parent does not already have an existing account.

1. On the Start Page, select the Parents tab, or the Parents Search link.

![PowerSchool Start Page](image)

- To search for a parent, select **either** the Parents tab or Parent Search link.
2. Search using the parent’s First Name, Last Name or email address. If a matching account exists, information about the account appears. You can view or modify the information, as needed.

**IMPORTANT!** If a student from another school has been linked to the parent’s account, that student will show up in the matching account information. Schools should be very careful to only modify Parent Portal information for parents associated to students at your school.

3. If there is no matching account, select **New Parent Entry** to create a new account.

![New Parent Entry](image)

4. On the **New Parent Account** page, enter the parent’s **First Name** and **Last Name**.

5. Enter the parent’s **Email Address**. This email address is unique to this Parent Portal account. Each parent/guardian must have their own email address.

6. Enter the **Username** the parent will use to sign in to the Parent Portal. User names are unique. You will be prompted if the user name is already in use.

7. Enter a **Password** (*changeme* or *password* are good examples). This password will be temporary. The parent will be prompted to change it, when they sign in.

8. Re-enter the **Password** again exactly as you entered it above.

9. Click **Submit**.
10. On the Edit Parent screen, you will have the option to add the student to the parent account. Proceed to Step 3 of Adding a Student to a Parent Account.
Adding a Student to a Parent Account

There may be times when a parent has successfully created their account, but needs assistance adding the student to their account.

1. On the Start Page, select the Parents tab, or the Parents Search link.


3. Click Add+.
4. On the **Search for Students** screen, enter the student’s last name and click **Search**.

![Search for Students](image)

5. Next to the appropriate student, select the relationship from the **Relationship to Student** drop down menu, check the **Add** box.

![Search for Students](image)

6. Click **Add**.

7. The added student appears on the **Edit Parent** page.

![Edit Parent](image)
Resetting a Parent Account Password

Parents have the ability to recover and reset their password by clicking the Having trouble signing in? link on the Student and Parent Sign in page.

Occasionally, Power Users might be asked to assist with password reset if the parent is experiencing difficulty with the process.

1. On the Start Page, select the Parents tab, or the Parents Search link.

3. Enter a **Temporary Password** (*changeme* or *password* are good examples). The parent will be prompted to change the password when they sign in.

4. Re-enter the **Password** again exactly as you entered it above.

5. Click **Submit**.
Disabling a Parent Account

There may be times when the Power User needs to disable or inactivate a Parent Portal account that should no longer be used.

1. On the Start Page, select the Parents tab, or the Parents Search link.

   ![PowerSchool Start Page]

   To search for a parent, select either the Parents tab or Parent Search link.


3. Check the Disable Account box.

4. Click Submit.

   ![Edit Parent]

   To disable the account, check the Disable Account box.
Unlocking a Parent Account

Occasionally, a parent’s account will become locked if they have exceeded the number of login attempts. The parent will receive the following message when their account has been locked.

1. On the Start Page, select the Parents tab, or the Parents Search link.


2. Click Unlock. The Account is locked message will disappear.
3. Click **Submit**.

<table>
<thead>
<tr>
<th>Account Access</th>
<th>First Name</th>
<th>Last Name</th>
<th>Email</th>
<th>Username</th>
<th>New Password</th>
<th>Confirm New Password</th>
<th>State Guardian Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>June</td>
<td>Cleaver</td>
<td></td>
<td><a href="mailto:homeengineer@me.com">homeengineer@me.com</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Students** | **Relationship to Student** | **Edit** | **Remove** | **Add** |
---|---|---|---|---|
Theodore Cleaver | Mother |   |   |   |
Part 5: Parent/Student Portal Reports
Portal Access for Parents and Students Report

This report provides information on whether parents or students have enabled access.

1. On the Start Page, select System Reports.
2. Select the sqlReport 4 tab.
4. Select an Effective Date.
5. The remaining drop-down fields can be changed, or left in their default state.
6. Click Submit.

<table>
<thead>
<tr>
<th>Label</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Portal Access for Parents and Students</td>
</tr>
<tr>
<td>Description</td>
<td>This report provides information on whether access to the parent and student portal is enabled. Enter an effective date to run the report. Optionally you can choose to run this report to show students without Portal Access.</td>
</tr>
<tr>
<td>Effective Date</td>
<td>11/12/2015</td>
</tr>
<tr>
<td>Run for the selected students</td>
<td>No</td>
</tr>
<tr>
<td>Only include students without Portal Access</td>
<td>No</td>
</tr>
</tbody>
</table>

Select No to see All students.
Select Yes to filter ONLY students without Access

Portal Access for Parents and Students Report

<table>
<thead>
<tr>
<th>Student Number</th>
<th>Last Name</th>
<th>First Name</th>
<th>Grade Level</th>
<th>Parent Portal Access Enabled</th>
<th>Student Portal Access Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>11</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>10</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>10</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>12</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>11</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>10</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>11</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Notice! These students do NOT have access to the Student Portal.
Parent and Student Access Summary

By using **Net Access**, power users can verify how often the Portal has been accessed by the parent and student.

1. On the **Start Page**, select the student.
2. Select **Net Access**.

![Net Access Page](image)

### Net Access Page

<table>
<thead>
<tr>
<th>Parent Access Summary</th>
<th>Date</th>
<th>Time</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>11/12/2016</td>
<td>07:57 PM</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>11/12/2016</td>
<td>03:29 PM</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>11/12/2016</td>
<td>11:14 AM</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>11/11/2015</td>
<td>09:39 PM</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student Access Summary</th>
<th>Date</th>
<th>Time</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>11/12/2016</td>
<td>05:38 PM</td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>11/09/2016</td>
<td>02:56 PM</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>11/08/2016</td>
<td>06:53 PM</td>
<td></td>
</tr>
</tbody>
</table>
Part 6: A Peek at the Portal for Power Users
How Parents Create an Account

Before parent/guardians can access student academic information in the PowerSchool Parent/Student Portal, they must first create an account.

1. Navigate to https://powerschool.sandi.net
2. On the PowerSchool sign on page, select the Create an Account tab.
3. Click Create Account.

4. On the Create Parent Account section, the parent enters following information:
   a. First Name
   b. Last Name
   c. Email – This email cannot be used for any other Parent Portal account.
   d. Desired Username – The parent will be prompted to select a different name if the one they entered in already in use.
   e. Password – The password must be 7 characters long, contain at least one uppercase and one lowercase letter, at least one letter and one number, and one special character. Password strength will be measured as the parent begins entering their password.
   f. Re-enter Password.
5. On the **Link Students to Account** section, The parent enters the following information:
   a. **Student Name**
   b. **Access ID** – The 8 digit Access ID the parent received from the school.
   c. **Access Password** – The 6 digit Access Password the parent received from the school.
   d. **Relationship** – Select the relationship to the student from the drop-down menu.

**IMPORTANT!** The parent must have an Access ID and Password for each student they want to link to their account. Parents obtain access information from the school their student attends.

6. Click **Enter**.
Basic Navigation in the Parent/Student Portal

After parents, guardians, or students log into the Parent/Student Portal, they have the option to select from various Navigation links on the left. By default, the page opens on the Grades and Attendance page.

Grades and Attendance

The Grades and Attendance page displays the student’s current courses, grades, and attendance (grades and grade terms are determined by the Quick Lookup Preferences settings in PowerSchool, see Quick Lookup Preferences, page 12).
By clicking on the **teacher name** link, a parent can send the teacher an email:

When the **grade or points** link is selected, parents can access **Class Score Detail** directly from the teacher’s gradebook:
Parents can see attendance details by clicking on the **Absences** or **Tardies** links:

**Grades and Attendance: Cleaver, Theodore**

- **Attendance details for one course**
  
  **Dates of Attendance: Cleaver, Theodore**
  
  Dates of all absences for PHYS ED 1 Exp. 1(A) (5003.7) for S1:
  
  1. 1(A) - 11/09/2015 - I
  2. 1(A) - 11/10/2015 - I

- **Attendance details for all courses**
  
  **Dates of all absences: Cleaver, Theodore**
  
  PHYS ED 1 - Exp. 1(A)
  1. 1(A) - 11/09/2015 - I
  2. 1(A) - 11/10/2015 - I

  FOUND OF IT 1 - Exp. 2(A)
  ENGLISH 1 (P) - Exp. 5(A)
  BIOLOGY 1(P) - Exp. 6(A)
  1. 5(A) - 11/09/2015 - I
  2. 5(A) - 11/10/2015 - I
  6. 6(A) - 11/09/2015 - I
  7. 6(A) - 11/10/2015 - I
By selecting the **Show dropped classes also** link, parents can access classes that were dropped due to student schedule changes.

The Last Week/This Week fields will be grayed out for the dropped courses.
Grade History

The Grade History page displays all historical grades, percentages, citizenship marks and credit hours within a given reporting term. School years can be accessed by selecting the school year tab. Click the percentage link to view detailed assignment information on the Class Score Detail Display page.

Class Score Detail Display

Parents can click on any blue link in the Class Score Detail Display to open a dialog window that contains more detailed information.
**Attendance History**

The *Attendance History* page displays the student’s attendance history for all courses in the current term.

![Attendance History Page](image)

The legend at the bottom of the page will assist parents with Attendance Code interpretation.

<table>
<thead>
<tr>
<th>Course</th>
<th>Expression</th>
<th>9/7-9/11</th>
<th>9/14-9/18</th>
<th>9/21-9/25</th>
<th>9/28-10/2</th>
<th>10/5-10/9</th>
<th>10/12-10/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHYS ED 1</td>
<td>1(A)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Owens, Jesse Gym 3</td>
<td>E: 09/14/2015 L: 02/01/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOUND OF IT 1 Job, Steve 902</td>
<td></td>
<td>2(A)</td>
<td>-</td>
<td>I</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENGLISH 1777</td>
<td>3(A)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Enslen, Albert 217</td>
<td>E: 09/14/2015 L: 02/01/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SPN 1(P)</td>
<td>4(A)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Carney, Sean 403</td>
<td>E: 09/14/2015 L: 02/01/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENGLISH 1(F)</td>
<td>5(A)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Childs, Julia 603</td>
<td>E: 09/14/2015 L: 02/01/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BIOLOGY 1(P)</td>
<td>6(A)</td>
<td>-</td>
<td>H</td>
<td>F</td>
<td></td>
<td></td>
<td>F</td>
</tr>
<tr>
<td>Goodall, Jane 703</td>
<td>E: 09/08/2015 L: 02/01/2016</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Legend**

Attendance Codes: Blank=Present | A=Unverified Absence | T=Tardy | B=Bus did not pick up student | I=Added Study Credit | E=Excluded | F=Field Trip
| N=Independent Study Credit not Earned | S=School Sponsored Event | W=Walking Injury | J=Juvenile Hall | S=Saturday School (makeup) | L=Late or leave early (Excluded) | R=Retainment
| T=School Suspension | O=Other Absences Unique Circumstances | 5=5 days | 4=Religious Holiday | S=Suspension | U=Unexcused Absence | Y=Trudy or Leave Early
| P=Pending Placement | Z=Truant Confirmed by Parent |
Email Notification

On the Email Notification page, parents can set up what kind of academic information they would like to receive via email, and how often. **IMPORTANT!** If the parent isn’t receiving grades in email notifications, verify that the Active Term is entered on the Current Grade Display page (See Current Grade Display Setup on page 14.)

Teacher Comments

On the Teacher Comments page, parents can see teacher comments from different reporting terms by selecting the reporting term from the drop down menu. By clicking on the teacher name link, parents can send an email to the teacher.
School Bulletin

Daily school messages and announcements can be found by selecting School Bulletin. The View School Bulletin window will open to the current date. Parents can view other bulletin notices by selecting the date calendar, or the View other dates link.

My Schedule

On the My Schedule page, parents can see their student’s schedule in two different views:

Week View
### Matrix View

**My Schedule: Cleaver, Theodore**

*Enrollments for Serra High only*

<table>
<thead>
<tr>
<th>Day</th>
<th>Terms</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>15-16</td>
<td>S1</td>
<td>S2</td>
<td>PHYS ED 1 S1</td>
<td>FOUNDRY 1 S2</td>
<td>HEG 4167 S2</td>
<td>ENGLISH 1 S2</td>
<td>BIOLOGY 1 S2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OWENS, Jesse</td>
<td>JONES, Steve</td>
<td>OWENS, Jesse</td>
<td>OWENS, Steve</td>
<td>OWENS, Steve</td>
<td>OWENS, Steve</td>
<td>OWENS, Steve</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Room: 103</td>
<td>Room: 102</td>
<td>Room: 102</td>
<td>Room: 102</td>
<td>Room: 102</td>
<td>Room: 102</td>
<td>Room: 102</td>
</tr>
</tbody>
</table>

*Note: The image includes a navigation menu and a section highlighting the My Schedule feature.*
School Information

The School Information page displays essential contact information for the school. If you have uploaded a school map in PowerSchool Administrator, it will also display here (See How to Upload a School Map on page 20). Parents have the option to download and print the map.
Account Preferences

Parents can manage their Parent Portal Account by accessing the Account Preferences page.

On the Account Preferences – Profile tab, parents can edit or change their user profile. By clicking the corresponding Edit button, they can make changes to their username and password.

On the Account Preferences – Students tab, parents can add additional students to their parent account. They must have the Access ID and Password issued by the student’s school prior to adding them to their account.