



## Assisting a Parent with a PowerSchool SIS Portal Account

### If a parent/guardian needs username or a password reset:

- Open the Student's Page in PowerSchool SIS.
- Go to **Access Accounts** section on the Student in PowerSchool SIS.
- Look at the bottom to see if the Parent/Guardian has an active account. If they do, their name will be listed under **Parent Access Accounts**. If there is not one listed, you will need to give the **Access Keys** information to the parent to create an account, including the **Access ID** and **Access Password**, or print the letter containing this information from PowerSchool SIS to give to the parent/guardian to create an account.
- If you click on the parent/guardian's name (in blue) under **Parent Access Accounts**, you will see **Web Account Access** listed with the **Username** and **Account Email** associated with the **Parent Access Account**. If a parent/guardian requests the password be reset, click **Edit Account** and enter a temporary **new password**, **confirm password** (ex: temp123) and **Submit**.

### Parent cannot view student in their Parent Access Account or need sibling linked to current account:

- If siblings attend the same school, you can link a sibling to the parent's current Access Account. Go to the student that currently has the **Parent Access Account** listed in PowerSchool SIS then go to that student's **Access Accounts** page. Click on the parent/guardian's name (in blue) under **Parent Access Accounts**. Once on the parent/guardian's account contact page, go to **Students**, select **Add Students** and search for the sibling by last name. Select the sibling from the list, select the contacts **Relationship to Student** from the dropdown menu, check the **Data Access** box

beside the sibling you want linked to the account and then **Submit**. This will add the sibling to the contact **Parent Access Account**.

#### Other Troubleshooting Tips:

- If you have a parent phone and state that they set up a **Parent Access Account** but have not yet received the activation email from the system, you can go into the **Parent Access Account** and do a password reset giving the parent a temporary password. They will now be able to access the account by logging into their account using their username and the temporary password given. They will be prompted that an administrator has reset their password and they need to enter a new password (of at least 8 characters and one not previously used before).
- If you have a parent phone and state that they are getting an **Invalid DOB Error**, either the parent is entering the wrong DOB, or the DOB is incorrect in PowerSchool SIS. For the parent to access the registration, you will need to provide them with the DOB currently listed in SIS and have them enter the DOB provided into the enrollment verification to continue. Also, if the parent tries to enter an incorrect DOB into PowerSchool Enrollment, it will throw the record into a **"Hold"** status and you will need to go into your **Roster Workspace** and remove the hold placed on the record. To do this go to the dropdown menu under your **Roster Workspace** tab, then select **On Hold**, and place a check by the student(s) to remove the **"Hold"** from. After selecting the student, go to the **Tasks** dropdown menu and select **Remove Hold**. Make a note of the correct DOB on the student if an incorrect DOB is reflected in PowerSchool SIS. After the parent submits the registration and the enrollment submission has been delivered to SIS from Enrollment, you will need to go into SIS and correct the DOB on the student to reflect the student's correct DOB. You cannot change the DOB in PowerSchool SIS until after the enrollment submission is delivered from PowerSchool Enrollment or you will receive an error message during the delivery process.
- If a parent/guardian still has technical issues, please ask if they are using Google Chrome as their browser, enrollment typically works best using Chrome as the browser. Also make sure that they are not trying to access via the PS App, Registration is not currently available through the PS App, only via the desktop site.