

Franklin PowerSchool Parent/Student FAQ

This document contains questions from parents, students, and staff related to PowerSchool. Please check here first if you have a question related to PowerSchool before contacting your school or teacher.

1. **Does the school assign a username and password for parents?**
 - a. No, the school provides an Access ID, and Access Password for each child enrolled in school. When creating a parent account, the parent will use the access id and access password to link their child/ren to their account.
2. **Does the school assign a username and password for students?**
 - a. Yes, the school does assign a username and password for students. Students do not need to create an account.
3. **Can I just log in using my child's account?**
 - a. A lot of the information is the same for parents and students. However, parent accounts have additional capabilities that the student accounts do not.
 - b. Parents will have all of their children under one account. There is no need to logout and log back in with a different account to see a different child's information.
4. **Can I change my password?**
 - a. Students - not at this time.
 - b. Parents - all parents will have to create a new parent account that will allow you to add your students all under one account. Directions for this are in the [PowerSchool - Parent Single Sign On Directions](#) document. At the time you create your account, you will be able to set your password.
5. **My husband/wife and I are separated/divorced, can we get another parent access id and access password for our child's account?**
 - a. As each parent is required to create an account and link their child/ren, the access id and access password can be used to create multiple accounts.
6. **Where are the directions for PowerSchool parent access?**
 - a. The Parent Login directions are here: [PowerSchool - Parent Single Sign On Directions](#)
 - b. Pearson's [Parent Portal PowerSchool Packet](#) contains a lot of information about using PowerSchool as a parent.
7. **My password wasn't working or I lost my password. What do I do? Please try the following:**
 - Try your username and password a few times just to make sure it's not working correctly.
 - Make sure you are not typing the letter O instead of a zero (0).
 - Click on "Forgot Username or Password?" and follow the prompts. An email will be sent to you to recover your account
 - If you are still having troubles contact the school office:
 - Franklin High School: 414-423-4640
 - Forest Park Middle: 414-529-8250
 - Ben Franklin Elementary: 414-529-8270
 - Country Dale Elementary: 414-529-8240
 - Pleasant View Elementary: 414-423-4650
 - Robinwood Elementary: 414-529-8255
 - Southwood Glen Elementary: 414-761-1181
8. **I am not getting emails from PowerSchool. How come? There could be multiple reasons for this:**

- a. Did you sign-up for Email Notifications on the Email Notifications page? Please double check the email address you entered because if one character (letter/number/space) is off, you won't receive emails.
- b. Does your email program have a spam blocker that could be blocking the messages? If so, you will want to add the email address pshelp@franklin.k12.wi.us to the list of "allowed" email addresses so PowerSchool emails can get through.
- c. Did you check your email's BULK or SPAM folder? Check to see if the messages are going there and choose to mark them as NOT SPAM. You will have to consult your email's help menu or manual to learn how to do this as it is different for every email program.

9. When I click on the teacher's name to email the teacher, my email program doesn't work correctly or does not open.

- a. Unfortunately, this is not a problem we can help you with since everyone's email programs are different. Your email program needs to be setup correctly on your computer. You may want to view the HELP area or menu for your email program or contact your Internet Service Provider for further assistance.

10. I can't login to the parent or student portal. I put in my username and password and click submit. After clicking submit, the page reloads to a blank username and password line and does not login. Help?

- a. PowerSchool uses "cookies" and this means your internet security is set too high, probably to the highest level of security, which blocks cookies. Depending on your browser, you will need to find the Internet Security area and turn it down a level or two so cookies are accepted. You can find out more information about this by going to your web browser's help menu and doing a search on "cookies" or "internet security."