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Part 1: Overview
Note to the Principal

This handbook is intended to provide important information regarding the setup and implementation of the Parent/Student Portal. It is useful to familiarize yourself with the various aspects that contribute to the information displayed in the portal. This familiarity will enable you to control the portal features to best fit the needs of your school community.

Consider the following points before implementing the PowerSchool Parent/Student Portal at your site:

- What are some methods that other schools have used to successfully implement the PowerSchool Parent/Student Portal? - See Models of the Parent/Student Portal Implementation - p. 9
- What does my site have to do before we distribute Parent Access information? - Follow the steps in Parent/Student Portal Setup – p. 10

One note of caution: The PowerSchool Parent/Student Portal has the ability to provide parents with class assignment information. This information comes directly from what teachers enter into PowerTeacher Gradebook. It is advantageous to adopt a policy at your school to ensure Gradebook Assignments are consistently used and scored by teachers in all classrooms. When some teachers create and score assignment information and others do not, there is a visual discrepancy in PowerTeacher Gradebook. Parents are known to contact the school to report this.
FAQ for Parent/Student Portal

What is the PowerSchool Parent/Student Portal?

The PowerSchool Parent/Student Portal is a website 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.

What academic information is accessible to parents and students?

With minimal school set up, parents and students can access the following information:

- Attendance
- Grades and Assignments
- Email Notifications
- Teacher Comments
- Schedule Information
- Score Reports
- Account Preferences

Who can have access to the PowerSchool Parent/Student Portal?

Any parent/guardian who is listed on the PK – 12 Enrollment form can request access to the PowerSchool Parent/Student Portal.

How does a Parent or Student receive access to the PowerSchool Parent/Student Portal?

The school site is responsible for securely distributing Access ID and Passwords to parents/guardians. The school must verify that the person has no legal restrictions to access the student data before issuing the Access information. Access information may be handed to the verified parent/guardian, or it can be mailed or emailed to the address on the PK – 12 Enrollment form. The site cannot hand the information to the student for them to take home.

Parents receive access to the PowerSchool Parent/Student Portal in one of two ways:

1. Parents create their own account in the Parent/Student Portal, then using an Access ID and Password issued by the school link their student to the account.
2. Power Users can create a Parent/Student Portal account and temporary password for the parent, then link the student to the parent’s account.

Students access the Student Portal using their Active Directory (AD) username and password.
### 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 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.

- **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.

### What if one teacher uses Gradebook but another does not?

Parents may notice inconsistencies if some of the teachers are using Gradebook to enter assignments and scores, and others are not.

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 Parent Portal accounts** that will no longer be used.
- **Unlock Parent Portal accounts** for parents who have exceeded the login attempts.
Implementation Steps

The PowerSchool Parent Portal allows parents/guardians to access academic information about their students. To ensure the safety and confidentiality, your site must only utilize secure processes for distributing the Access IDs and Passwords to parents. The process must include steps for verifying that only the appropriate people receive account information. Your site is responsible for providing methods for support to your parents. Resource documents have been created for your convenience. Handouts, video tutorial and more can be accessed on the district PowerSchool page. You may link the parent instruction sheet, video tutorial, or other parent guidance to your school webpage if you wish.

Your school administrator will designate a staff member (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 a task list with suggestions for implementation. You may create your own method of implementation as long as the task objectives are met.

<table>
<thead>
<tr>
<th>Task</th>
<th>Option A</th>
<th>Option B</th>
<th>NOT AN OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Adopt a process for verifying if a 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>Determine a rollout plan to distribute Access information to parents that includes verifying the appropriate parent receives 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 or emailed home to the address on the enrollment form.</td>
</tr>
<tr>
<td>3</td>
<td>Create a plan for providing instructions 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>Provide support for parents who have technical/password questions.</td>
<td>Parents will contact the Site Parent Portal Coordinator or a school administrator.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Provide ongoing portal maintenance to 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></td>
</tr>
</tbody>
</table>
Part 2: Parent/Student Portal Setup
Quick Lookup Preferences Setup

The Quick Lookup Preferences page is where you specify which grades are seen on the Quick Lookup page in PowerSchool Administrator as well as on the Grades and Attendance page in the Parent/Student Portal.

Secondary schools must update the Quick Lookup Preferences page once the permanently stored grades process has completed for each Grade Reporting Term.

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:
   - For each Store Code, turn on the checkbox if you wish to display these grades in PowerSchool Administrator, PowerTeacher, and the Parent/Student Portal.
   - Under Source of Data, select either:
     - **Gradebook (Current)** – This will display the current grade directly from the teacher’s Gradebook. This grade will change as the teacher updates their Gradebook.
       - **IMPORTANT!**
       - Secondary Schools – If grades have not been stored, always use the Gradebook setting.
       - Elementary school – Since Standards are not stored, always use the Gradebook setting.
     - **Historical (Stored)** – This will display the Stored Grade.
       - **IMPORTANT!**
       - Secondary Schools - Once grades have been stored, update to the Historical setting.
   - Use the Sort fields to change the order of the Store Codes as they appear on the Quick Lookup Preferences setup page and the Quick Lookup page.
   - **Show Citizenship Grade** – Check this box to display the Citizenship grade.
     - **IMPORTANT!**
     - Elementary Schools - Leave this box UNCHECKED.
4. Click Submit.

See sample set up views on the following page.
Sample View: Secondary School

Quick Lookup Preferences - Henry High

- Turn on the check box for each Store Code to display these grades.
- If grades have not been stored, the Source of Data should be Gradebook (Current).
- Change the Source of Data to Historical (Stored) after grades have been stored for the term.
- Use the Sort fields to change the order of the Store Codes.
- Turn on this check box to display Citizenship Grades.

Submit

Sample View: Elementary School

Quick Lookup Preferences - Bay Park Elementary

- For each Elementary Store Code, turn on the checkbox to display the Standards.
- The Source of Data will always be Gradebook. Do not change.
- Leave this box unchecked.

Submit
Current Grade Display Setup

The Active Term selected on this page determines the reporting terms used in the parent email notifications in 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.

Secondary Schools

**Current Grade Display - Henry 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.

Elementary Schools

**Current Grade Display - Bay Park Elementary**

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.
Portal View and Access Control

The **Parent/Student Access** page is used to control view of the features in the Parent/Student Portal.

Access to the Parent/Student Portal can be disabled, the default term can be overridden, and specific features can be disabled so that parents and students cannot access them.

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

**The General tab:**

- Leave the **Parent/Student Access Term** selection blank to use the default term.

  **NOTE:** If a term is selected in this field it will override the default term set on the **Miscellaneous** page in School Setup.

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

**Enable and Disable the Portal**

- Check the box **Disable Access to Public Portal**, to temporarily shut down access to the Parent/Student Portal. Include a brief message to explain why the portal has been disabled and the date it will be enabled.

- Click **Submit**, if you have made changes to this screen.
The Available Features tab:

- Check the box of the feature you wish to disable. When a feature is disabled, parents and students will not be able to view the feature information 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.

- Click **Submit** if you have made changes to this screen.
Daily Bulletin Setup (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 a Sort Order: Use the default sort order of 0 for items that are very important and need to be listed first.
7. Enter an Item Title.
8. In the Item Body, type your message using the formatting toolbar.
9. Click Submit.

![New Daily Bulletin Item](image)
Editing Bulletin Items

1. On the **Start Page**, click **Special Functions**.
2. Select **Daily Bulletin Setup**.
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**.
2. Select **Daily Bulletin Setup**.
3. Click the bulletin item’s **Start Date**.
4. Click **Delete**.

Viewing All Bulletin Items

1. On the **Start Page**, click **Special Functions**.
2. Select **Daily Bulletin Setup**.
3. Below the list of items, click **Show All Bulletin Items**, including expired terms.
School Map Setup (Optional)

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 map file appears as a download link on the School Map page.

How to Delete a School Map:

If you need to remove the School Map, do the following:

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: Enabling Portal Access
Enabling Parent Access and Assigning Access ID and Access Password

Before parents are able to create an account, you must enable their access to Parent Portal and assign them an Access ID and Password. This access information is the key for parents to create an account to link their student to their Parent Portal account.

**NOTE:** This process *does not assign or change* the Student’s Username or Password

**Group of Students: Enable Parent Access and Assign Parent Access Information**

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.

![Image of PowerSchool interface showing the Start Page and the Select Function menu with ID/Password Assignment highlighted.]}
4. On the **Assign ID and Password** page, the radio button defaults to the student group.

5. All other fields are set by default and disabled.

6. Click **Submit**.

7. A **confirmation message** indicates all students have been processed. This means portal access is enabled and the system assigned an Access ID and Access Password to your current student selection. To view this information, visit the **Access Accounts** link from the Student page menu.
Individual Student: Enable Parent Access and Assign Parent Access Information

1. On the **Start Page**, search for and select the student.

2. On the **Student Page** main menu, select **Access Accounts**.

3. On the **Access Accounts** page, check the **Enable Parent Access** box.

4. Click **Auto-Assign IDs and Passwords for this student**.
5. Once the Access ID and Password have been generated, a confirmation message indicates the changes have been saved.
Print Parent Access Information

The school site is responsible for securely distributing Access ID and Passwords to parents/guardians. The school must verify that the person has no legal restrictions to student data before issuing the Access information. Access information may be handed to the verified parent/guardian, or it can be mailed or emailed to the address on the PK – 12 Enrollment form. The site cannot hand the information to the student for them to take home. Refer to Part 1, Implementation Steps, for detailed suggestions to reach parents with their access information.

Parent Portal Access Letter (PDF)

A new report has been added to PowerSchool to simplify the process of providing parents with Access ID and Passwords for the Parent Portal. Schools can run this report for a single student or multiple students. It is available in English and Spanish with additional translations coming soon.

Reminder! Before running this report, Access IDs and Passwords must be set up for your school. If you run the Parent Portal Access Letter without setting up Access IDs and Passwords, the letter will have missing information.

Create the letter for a group of students:

1. On the Start page, select your students
2. From the Select Function dropdown, click Print Reports
3. Select the Parent Portal Access Letter
4. Click Submit
5. On the Report Queue page, refresh the page until the status changes to Completed.
6. Right-click on View and Open Link in New Tab.
7. Open the tab to view and print the PDF letters.

Create the letter for a single student:

1. On the Start page, select your student
2. Select Print a Report in the upper, left-hand corner of the page
3. Select the Parent Portal Access Letter
4. Click Submit.
5. On the Report Queue page, refresh the page until the status changes to Completed.
6. Right-click on View and Open Link in New Tab.
7. Open the tab to view and print the PDF letters.
Roosevelt International Middle
3366 Park Bl
San Diego, CA 92103
Phone: (619) 293-4450

May 20, 2019

To the Parent/Guardian of Fox Mack:

After you create a Parent Portal account, you will have access to view Fox's current grades, attendance, and schedule information. If you have internet access, you can view this information at any time.

You will need this Access ID and Access Password to link Fox’s information to your Parent Portal account:

Access ID: 70732935
Access Password: 167892

Please keep your access information confidential.

For step-by-step instructions on creating your Parent Portal account, visit the Parent Portal website at https://powerschool.sandi.net and click the Video Tutorial or Instructions link.

Please contact Roosevelt International Middle at (619) 293-4450 for more information.
Enabling Student Access

When **Student Access** is enabled, the student is able 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**

Mass enabling Student Access usually 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

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: Troubleshooting to Support Parents
Support for Parents

Each individual school site is responsible for supporting their parents with Parent Portal issues. Do not refer them to the Help Desk for support. If you have a question or need to report an issue, contact the Help Desk at (619) 209-HELP.

Occasionally, the school site Power Users may be asked to create a Portal account for a parent who is having difficulty creating one for themselves.

Even though 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 46, Disabling a Parent Account).
In PowerSchool: Create a Parent Portal Account and Link the Student

Parent Portal Accounts can be created using one of two methods:

- Using the **Access Accounts** link on the Student page.
- Using the **Parent** tab or the **Parent Search** link on the Start Page.

**Using the Student Page to Create a Parent Account**

1. On the **Start Page**, search for and select the student.
2. On the **Student** page, under Information, select **Access Accounts**.
3. On the **Access Accounts** page, click the **Add New Guardian** button.
4. On the **Search Filter** pop-up window, enter the parent’s name to check for an existing portal account.

   ![Search Filter](image)

   **If a Matching Account Exists**

   The parent’s name will be listed.

   1. Select the *parent’s relationship to the student* from the **Relationship** drop-down menu.
   2. Check the **Add** box.
   3. Click the **Add** button.

   ![If a matching account exists, select the parent’s relationship to the student and check the Add box.](image)
A confirmation message states that the **Changes were Saved**, and the parent appears on the **Access Accounts** page.
If a Matching Account Does Not Exist

You will receive a message that states **No Parents were found that matched your search filter.**

1. Select **New Parent Account**.

2. On the New Parent pop-up window, enter the parent’s **First Name** and **Last Name**.

3. 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.

4. **Relationship:** Select the parent’s relationship to the student from the drop-down menu.

5. Enter the **Username** the parent will use to sign in to the Parent Portal.
   
   Usernames are unique. You will be prompted if the username is already in use.

6. 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.

7. Re-enter the **Password**.

8. Click **Submit**.
A confirmation message states that the **Changes were Saved**, and the parent appears on the **Access Accounts** page.
Using the Parent Tab or Parent Search Link to Create the Parent Account

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

2. Search using the parent’s First Name, Last Name or email address.

3. Click the search button.
If a Matching Account Exists

Information about the matching account appears on the Edit Parent page.

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.

1. On the Edit Parent page, click Add Student.

![Edit Parent page with Add Student button highlighted]

2. On the Search for Students screen, enter the student’s last name and click Search. You are searching for students with this last name at YOUR school.

![Search for Students screen with Finch entered and Search button highlighted]
3. Next to the appropriate student, select the parent’s relationship to the student from the Relationship to Student drop-down menu, and check the Add box.

4. Click the Add button.

A confirmation message states that the Parent account was updated, and the student appears on the Edit Parent page.

Students who appear on this screen are linked to the parent’s account. Only students who attend your school can be edited. You cannot update or remove a student who attends another school.
If a Matching Account Does Not Exist

You will receive a message that states *No Parents match your entry.*

1. Select **New Parent Entry** to create a new account.

![Image showing the Parent Search Results with a message indicating no matching parents]

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

3. 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.

4. Enter the **Username** the parent will use to sign in to the Parent Portal.

   Usernames are unique. You will be prompted if the username is already in use.

5. 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.

6. Re-enter the **Password**.

7. Click **Submit**.
You will be taken back to the **Edit Parent** page.

8. Click **Add Student**.

9. On the **Search for Students** screen, enter the student’s last name and click **Search**.
10. Next to the appropriate student, select the relationship from the **Relationship to Student** dropdown menu, and check the **Add** box.

11. Click the **Add** button.

A confirmation message states that the Parent account was updated, and the student appears on the **Edit Parent** page.

Students who appear on this screen are linked to the parent’s account. Only students who attend your school can be edited. You cannot update or remove a student who attends another school.
Adding a Student to a Parent Account

If a parent needs help adding their student to their account, the Power User can do it for them. The parent must have a parent portal account before the student can be added.

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


3. Click Add Student.
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 *parent’s relationship to the student* from the **Relationship to Student** drop-down menu, and check the **Add** box.

6. Click the **Add** button.

![Add Student](image)

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, school site Power Users may 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.
2. Search for the parent. The information about the account appears on the **Edit Parent** screen.

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

Occasionally, the Power User may need to disable a Parent Portal account. When the account is disabled, the parent will no longer be able to sign in to the Parent Portal. They will no longer have access to their student’s information.

**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.

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

2. Search for the parent. The information about the account appears on the **Edit Parent** screen.

3. Check the **Disable Account** box.

4. Click **Submit**.
Unlocking a Parent Account

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.

The school site Power User will need to unlock the parent’s account.

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

3. Click Unlock. The Account is locked message will disappear.

4. Click Submit.
Part 5: Reports
Parent Portal Accounts Report

This report will show all currently enrolled students at your school and if any PowerSchool Parent Portal accounts exist for the student.

This report can be filtered to only include students with or without Parent Portal accounts associated to them.

1. On the **Start Page**, select **sqlReports**.
2. Expand the **Parent/Student Portal** reports. Select **Parent Portal Accounts**.
3. Apply the appropriate filters.
4. Click **Submit**.

![Screenshot of the Parent Portal Accounts report](image-url)
Portal Access for Parents and Students Report

This report provides information on whether access to the parent and student portal is enabled.

1. On the **Start Page**, select **sqlReports**.

2. Expand the **Parent/Student Portal** reports, select **Portal Access for Parents and Students**.

3. Select an **Effective Date**.

4. The remaining drop-down fields can be changed or left in their default state.

5. Click **Submit**.

Set the Effective Date.
Select the appropriate filters.

Submit
Parent and Student Access Summary

By using **Net Access**, Power Users, Counselors, and Administrators can verify how often the Portal has been accessed by the parent and student.

This report will provide a customizable chart, and a list of Parent and Student Portal login dates, times and duration.

1. On the **Start Page**, select the student.

2. Under **Administration**, select **Net Access**.

![Quick Lookup](image)
Net Access Chart

Which logins to display: Parent and Student Portal Logins

Net Access List

All Parent and Student Portal Logins

<table>
<thead>
<tr>
<th>Parent/Student Portal</th>
<th>Name</th>
<th>Login Date</th>
<th>Login Time</th>
<th>Logout Date</th>
<th>Logout Time</th>
<th>Minutes Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Portal</td>
<td>Finch, Scout</td>
<td>12/10/2018</td>
<td>04:35:34 PM</td>
<td>12/10/2018</td>
<td>05:08:21 PM</td>
<td>32.78</td>
</tr>
<tr>
<td>Student Portal</td>
<td>Finch, Scout</td>
<td>12/05/2018</td>
<td>09:49:50 PM</td>
<td>12/05/2018</td>
<td>10:21:15 PM</td>
<td>31.42</td>
</tr>
<tr>
<td>Parent Portal</td>
<td>Easton, Raynn</td>
<td>12/05/2018</td>
<td>04:20:47 PM</td>
<td>12/05/2018</td>
<td>04:21:34 PM</td>
<td>.78</td>
</tr>
<tr>
<td>Student Portal</td>
<td>Finch, Scout</td>
<td>12/04/2018</td>
<td>04:39:59 PM</td>
<td>12/04/2018</td>
<td>05:12:11 PM</td>
<td>32.2</td>
</tr>
<tr>
<td>Student Portal</td>
<td>Finch, Scout</td>
<td>12/04/2018</td>
<td>07:53:11 AM</td>
<td>12/04/2018</td>
<td>08:23:30 AM</td>
<td>30.32</td>
</tr>
</tbody>
</table>
Part 6: A Look at the Parent Portal
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. Instruction sheet and video tutorial links are available on the sign in page of the Student and Parent Sign in screen.

1. Go to https://powerschool.sandi.net

2. On the PowerSchool sign-on page, select the Create an Account tab. Click Create Account.

3. On the Create Parent Account section, the parent enters the following information:
4. On the **Link Students to Account** section, all the fields are complete and click Enter.

**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 their student’s school.
Basic Navigation in the Parent/Student Portal

The initial landing page of the Parent/Student Portal offers various Navigation links on the left. By default, the page opens on the Grades and Attendance page.

Grades and Attendance

The page for Grades and Attendance 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 11.

![Screenshot of Grades and Attendance page in PowerSchool SIS](image-url)

New! Score Reports to access student state scores.
By clicking on the **teacher name** link, a parent can send the teacher an email:

![Grades and Attendance: Finch, Scout Simone](image)

---

When the **grade** or **points** link is selected, parents can access **Class Score Detail** directly from the teacher’s gradebook:

![Grades and Attendance: Finch, Scout Simone](image)

---

![Class Score Detail: Finch, Scout Simone](image)
Parents can see attendance details by clicking on the **Absences** or **Tardies** links:

### Grades and Attendance: Finch, Scout Simone

#### Attendance by Class

<table>
<thead>
<tr>
<th>Exp</th>
<th>M</th>
<th>T</th>
<th>W</th>
<th>Th</th>
<th>F</th>
<th>Attendance</th>
<th>Absences</th>
<th>Tardies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1(A)</td>
<td>I</td>
<td>L</td>
<td></td>
<td></td>
<td></td>
<td>PE DANCE 11TH-12TH 1</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>2(A)</td>
<td>I</td>
<td>HUMAN PSYC1(P)</td>
<td>1</td>
<td></td>
<td></td>
<td>3</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>3(A)</td>
<td>I</td>
<td>PHYSICS 1P</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>4(A)</td>
<td>I</td>
<td>ENGLISH 3</td>
<td></td>
<td></td>
<td></td>
<td>5</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5(A)</td>
<td>I</td>
<td>ARTS MATH 1A P5</td>
<td></td>
<td></td>
<td></td>
<td>4</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>6(A)</td>
<td>I</td>
<td>HONORS INT 1</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Click the Absences or Tardies link next to the course to reveal attendance details for that course.**

#### Attendance Totals

| Attendance Totals | 30 | 3 |

**Click the Attendance Totals to reveal attendance details for all classes.**

### Dates of Attendance: Finch, Scout Simone

**Dates of all absences for PE DANCE 11TH-12TH 1 Exp. 1(A) (5/13.1) for S1:**

1. 1(A) - 10/30/2018 - I
2. 1(A) - 10/31/2018 - I
3. 1(A) - 11/1/2018 - I
4. 1(A) - 11/23/2018 - I
5. 1(A) - 12/17/2018 - I

### Dates of all absences: Finch, Scout Simone

**PE DANCE 11TH-12TH 1 - Exp. 1(A)**

1. 1(A) - 10/30/2018 - I
2. 1(A) - 10/31/2018 - I
3. 1(A) - 11/1/2018 - I
4. 1(A) - 11/23/2018 - I
5. 1(A) - 12/17/2018 - I

**HUMAN PSYC1(P) - Exp. 2(A)**

1. 2(A) - 10/30/2018 - I
2. 2(A) - 10/31/2018 - I
3. 2(A) - 11/1/2018 - I
4. 2(A) - 11/23/2018 - I
5. 2(A) - 12/17/2018 - I
By selecting the **Show dropped classes also** link, parents can access classes that were dropped due to student schedule changes.

Dropped courses will appear with dashes in the Last Week/This Week section.
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

If any Category or Assignment appears as a blue link, click the link 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.

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

On the Email Notification page, parents can select which 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 13.)

Teacher Comments

On the Teacher Comments page, select the reporting term from the drop-down menu to see teacher comments for that term. Click the teacher name link to 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. Select the date calendar or the View other dates link to view other bulletin notices.

My Schedule

The My Schedule page, provides two different views of the student schedule:

Week View
School Information

The **School Information** page displays essential contact information for the school.

If a school map was uploaded in PowerSchool Administrator, a link to download a PDF version of the school map will appear on this screen. (See How to Upload a School Map on page 18).

A link to download a PDF version of the school map is available only if a map was uploaded in PowerSchool Administrator.
Score Reports

Parents can use the **Score Reports** link to access their student’s state scores.
Account Preferences

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

On the Account Preferences – Profile tab, profile information can be updated or changed.

On the Account Preferences – Students tab, additional students can be added to the parent account.