

## PowerSchool Parent Portal Guide

### For Parents who've never created a Parent Portal account:

**Q: How do I access grades and attendance for my student(s).**

**A:** First, request an Access ID and Password letter for each student.

**Q: Where do I get the Access ID and Password letter?**

**A:** The letter will be provided by the school.

- The ID and Password letter is specific to each child.
- The letter includes directions for setting up your account.
- The contact person at the school is the Data Manager.

**Q: I've read the steps, followed the directions and I need help.**


**A:** Contact the Data Manager at your child's school.

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### For Parents who've previously created a Parent Portal account:

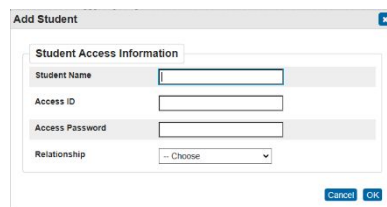
**Q: I already have an account to access grades and attendance for my student and have another child starting school. Do I set up a new account?**

**A:** No. Link students to an existing account by following these steps:

- Sign in to the Parent Portal
- From the left navigation menu, choose  Account Preferences
- Click on the Students tab



- To the right of **My Students**, click the Add button
- Enter information from the Access ID and Password letter from your child's school



**Q: I've forgotten my username and/or password. How can I recover it?**

**A:** Follow these steps:

On the Parent Sign In page

1. Click **Forgot Username or Password?**

The Recover Account Sign In Information page appears.

2. **Forgot Password:**

- Click the Forgot **Password** tab
- Enter your Parent Username, Parent Email address, and click Enter
- A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.
- Open the email and click the link
- Follow the instructions and enter the requested information

**Notes:**

- **If you do not find an email from abss\_powerschool in your inbox:**
  - check your **junk/spam folder**
  - mark it as **"not spam"** or move it to your inbox
- **Follow the password rules listed on the page.**

3. **Forgot Username:**

- Click the Forgot **Username** tab
- Enter your Parent Email Address, then click Enter.
- A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.
- Open the email and click the link
- Follow the instructions and enter the requested information
- Click **Enter**. The start page appears.

**Note:**

- **If you do not find an email from abss\_powerschool in your inbox:**
  - check your **junk/spam folder**
  - mark it as **"not spam"** or move it to your inbox

**Q: I'm trying to use the app on my mobile device and it's requiring a code.**

**A:** The app is a third party app and is not supported by PowerSchool or ABSS.

- Use a web browser on your phone and set a shortcut.
- That will allow you to access the Parent Portal and receive information on your child that is as up to date as has been entered by his/her teacher.