

Password Rules Management User Guide

PowerSchool 8.x
Student Information System

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This edition applies to Release 8.0.1 of the PowerSchool software and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

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Preface

Use this guide to assist you while navigating PowerSchool. This guide is based on the PowerSchool online help, which you can also use to learn the PowerSchool Student Information System (SIS) and to serve as a reference.

The PowerSchool online help is updated as PowerSchool is updated. Not all versions of the PowerSchool online help are available in a printable guide. For the most up-to-date information, click **Help** on any page in PowerSchool.

Referenced Sections

This guide is based on the PowerSchool online help, and may include references to sections that are not contained within the guide. See the PowerSchool online help for the referenced section.

Security Permissions

Depending on your security permissions, only certain procedures may be available to you.

Navigation

This guide uses the > symbol to move down a menu path. If instructed to "Click **File** > **New** > **Window**," begin by clicking **File** on the menu bar. Then, click **New** and **Window**. The option noted after the > symbol will always be on the menu that results from your previous selection.

Notes

It is easy to identify notes because they are prefaced by the text "**Note:**."

Introduction

With the introduction of Password Rules Management, PowerSchool now provides PowerSchool administrators the ability to configure various rules that are applicable when Students, Admins and Teachers, and Parents establish and maintain their passwords, including:

- Password Reset Rule
- Password Complexity Rules
- Password Expiration Rule
- Password Reuse Rule
- Account Lockout Rule

Quick Start

To get started immediately, perform the following tasks to set up and begin using Password Rules Management:

- Password Rules Management Configuration
- Configure Password Rules
- Enable Parent Single Sign-On Security (optional, but required in order to apply password rules to parents)
- Configure Student Password Rules (optional)

Setup

Password Rules Management provides PowerSchool administrators the ability to configure various rules that are applicable when Students, Parents, Admins, and Teachers establish and maintain their passwords. The rules can be configured separately for each group of user types, as follows:

- Students
- Admins and Teachers
- Parents

Upgrading PowerSchool

When upgrading, Password Rules Management is automatically set to the following default values for students, admins and teachers, and parents:

- Password Reset Rule – Disabled.
- Password Complexity Rules (Minimum characters) – Set to **1** for students, admins, and teachers. Set to **6** for parents.
- Password Complexity Rules (Password contains) – Disabled.
- Password Expiration Rule – Disabled.
- Password Reuse Rule – Disabled.
- Account Lockout Rule – Disabled.

Once you have configured Password Rules Management, subsequent upgrades will preserve your configurations.

During the upgrade, user account data is migrated into the new Password Rules Management PCAS tables. Once the upgrade is completed, a comma-delimited file is created in the PowerSchool logs folder (the same folder containing pslog.txt and dalx.log) called PCAS_Migrate.csv. The file only contains errors and modified usernames. If the file appears empty, all accounts migrated successfully and without change. To open the file, use a spreadsheet application, such as Excel. The file displays original usernames, new usernames where the original usernames had to be modified, and any errors that were encountered during the migration. Possible errors include:

- Failed to migrate: Indicates that the account could not be migrated for unexpected reasons.
- Truncated password to 40 characters: Indicates that the user's password was too long for an admin-entered password and has been truncated to the first 40 characters of the password.
- Failed Rename in Legacy Table (PCAS and Legacy out of sync!): Indicates that the new username was created in PCAS, but was not copied back over to the legacy table overwriting the original username; as a result, the user will not be able to sign in; therefore, manually change the user's username via the appropriate PowerSchool page.

Note: If you are unable to identify a user by their username, the DCID value for that particular row in the appropriate table is given; you can use the DCID value to bring up the matching record in USM.

Using the information provided, you can notify users who usernames had to be modified (user names are modified to prevent duplicate user names from migrating to the new Password Rules Management PCAS tables, as well as to troubleshoot any data migration issues.

Installing PowerSchool

When installing, Password Rules Management is automatically set to the following default values for students, admins and teachers, and parents:

- Password Reset Rule – Enabled.
- Password Complexity Rules (Minimum characters) – Set to **7**.
- Password Complexity Rules (Password contains) – Enabled.
- Password Expiration Rule – Set to **60** days.
- Password Reuse Rule – Set to **5**.
- Account Lockout Rule – Set to **5**.

Configure Password Rules

Using Password Rules Management, you define password reset, complexity, expiration, reuse, and lockout rules based on your district's needs. Once configured, user may encounter the following messages:

Note: By default, password rules apply to admins and teachers. In order for password rules to apply to parents, parent single sign-on must be enabled. For more information, see *Enable Parent Single Sign-On Security*.

Occurs	Message	Action
Sign In	Your password was set by the system administrator. Please change your password.	User to reset their password. Refer them to appropriate <i>How to Reset Your Password</i> procedure.
Sign In	Your password has expired. Please create a new password.	User to reset their password. Refer them to appropriate <i>How to Reset Your Password</i> procedure.
Sign In	The number of sign in attempts for this account has been exceeded. Contact your school directly for assistance.	User to contact you to unlock their account. See <i>How to Unlock an Account</i> .
Reset Password Change Password	Current password is not correct.	User to re-enter password accordingly.
Reset Password Change	New password must be at	User to re-enter password

Occurs	Message	Action
Password	least [number] characters long.	accordingly.
Reset Password Change Password	New password must contain at least one uppercase and one lowercase letter.	User to re-enter password accordingly.
Reset Password Change Password	New password must contain at least one letter and one number.	User to re-enter password accordingly.
Reset Password Change Password	New password must contain at least one special character.	User to re-enter password accordingly.
Reset Password Change Password	The verification password you enter must match the new password.	User to re-enter password accordingly.
Reset Password Change Password	The password entered was previously used. Please enter a new password.	User to re-enter password accordingly.

How to Configure Password Rules

1. On the start page, choose **System** under Setup in the main menu. The System Administrator Page appears.
2. Under Security, click **Security**. The Security page appears.
3. Click **Password Rules Management**. The Password Rules Management page appears. By default, the Password Rules tab is selected.
4. Use the following table to enter information in the fields:

Field	Description
Password Reset Rule	<p>To require a user to reset their password upon first signing in, select the applicable checkboxes:</p> <p>Note: If you do not want to apply this rule, leave the checkbox blank.</p> <ul style="list-style-type: none"> • Select the Students checkbox to apply this rule to students' passwords. • Select the Admins and Teachers checkbox to apply this rule to administrators' and teachers' passwords. • Select the Parents checkbox to apply this rule to parents' passwords.

Field	Description
Password Complexity Rules	<p>Indicate the minimum number of characters a password must contain (value between 1 and 24):</p> <p>Note: This rule always applicable to teachers and admins. It is also applicable to parents if single sign-on is enabled.</p> <ul style="list-style-type: none"> Enter the desired number in the Students field to apply this rule to students' passwords. Enter the desired number in the Admins and Teachers field to apply this rule to administrators' and teachers' passwords. Enter the desired number in the Parents field to apply this rule to parents' passwords. <p>To require a user's password contain at least 1 uppercase letter, 1 lowercase letter, 1 special character, and 1 numeric character, select the applicable checkboxes:</p> <p>Note: If you do not want to apply this rule, leave the checkbox blank.</p> <ul style="list-style-type: none"> Select the Students checkbox to apply this rule to students' passwords. Select the Admins and Teachers checkbox to apply this rule to administrators' and teachers' passwords. Select the Parents checkbox to apply this rule to parents' passwords.
Password Expiration Rule	<p>Indicate the number of days a user may use a password before being required to enter a new password:</p> <p>Note: If you do not want to apply this rule, enter 0.</p> <ul style="list-style-type: none"> Enter the desired number in the Students field to apply this rule to students' passwords. Enter the desired number in the Admins and Teachers field to apply this rule to administrators' and teachers' passwords. Enter the desired number in the Parents field to apply this rule to parents' passwords.
Password Reuse Rule	<p>Indicate the number of different passwords a user must use before a password may be reused after resetting the password:</p> <p>Note: If you do not want to apply this rule, enter 0.</p> <ul style="list-style-type: none"> Enter the desired number in the Students field to apply this rule to students' passwords. Enter the desired number in the Admins and

Field	Description
	<p>Teachers field to apply this rule to administrators' and teachers' passwords.</p> <ul style="list-style-type: none"> Enter the desired number in the Parents field to apply this rule to parents' passwords.
Account Lockout Rule	<p>Indicate the number of times users may enter an incorrect password before being locked out:</p> <p>Note: If you do not want to apply this rule, enter 0.</p> <ul style="list-style-type: none"> Enter the desired number in the Students field to apply this rule to students' passwords. Enter the desired number in the Admins and Teachers field to apply this rule to administrators' and teachers' passwords. Enter the desired number in the Parents field to apply this rule to parents' passwords.

- Click **Submit**. A confirmation message appears.

How to Reset Password Rules Default Settings

- On the start page, choose **System** under Setup in the main menu. The System Administrator Page appears.
- Under Security, click **Security**. The Security page appears.
- Click **Password Rules Management**. The Password Rules Management page appears. By default, the Password Rules tab is selected.
- Click **Load Default Settings**. A confirmation message appears indicating the default settings have been loaded.

Note: For details about default values, see *Installing PowerSchool*.

- Click **Submit**. A confirmation message appears indicating your changes have been saved.

Configure Student Password Rules

Once password rules are established, you have the option to provide students with the ability to change their own passwords when using the PowerSchool Student and Parent portal. Settings on this page affect the ability of students to change their own passwords based on their school and grade level. If a student is able to change their password, any password rules settings enabled for students will be enforced for the password they choose.

Note: By default, students may not change their passwords, This feature must be enabled.

How to Configure Student Password Rules

1. On the start page, choose **System** under Setup in the main menu. The System Administrator page appears.
2. Under Security, click **Security**. The Security page appears.
3. Click **Password Rules Management**. The Password Rules Management page appears. By default, the Password Rules Management tab is selected.
4. Click the **Student Password Management** tab. The Student Password Management tab appears selected.
5. Locate the name of the school for which you want students to be able to change their own passwords.
6. For the selected school, choose the grade level for which you want students to be able to change their own passwords from the **Enable At and Above Grade** pop-up menu.
7. Repeat Step 5 through Step 6 for each school for which you want students to be able to change their own passwords
8. Click **Submit**. A confirmation message appears.

Invalid Sign In Attempts

Using the Invalid Sign In Attempts Report, you can monitor sign in attempts to ensure system security.

Note: Password Rules Management is only applicable to parents if parent single sign-on is enabled. For more information, see *Parent Access Management*.

How to View Invalid Sign In Attempts

1. On the start page, choose **System** under Setup in the main menu. The System Administrator Page appears.
2. Under Security, click **Security**. The Security page appears.
3. Click **Report of Invalid Sign In Attempts**. The Report of Invalid Sign In Attempts page appears.
4. Use the following table to enter information in the fields:

Field	Description
Start Date	To search for invalid sign in attempts for a specified date range, enter the start date using the format mm/dd/yyyy. Otherwise, leave the field blank. Note: If you only enter a start date, the system searches from that date to today's date.
End Date	To search for invalid sign in attempts for a specified date range, enter the end date using the format mm/dd/yyyy. Otherwise, leave the field blank.
Source IP Address	To search for invalid sign in attempts using a specific IP address, enter the IP address in the field. Otherwise, leave

Field	Description
	the field blank.
Minimum Invalid Attempts	To search for invalid sign in attempts based on a minimum number of sequential attempts, enter a number in the field. Otherwise, leave the field blank.
User Type	<p>To search for invalid sign in attempts by a specific portal, choose the appropriate portal from the pop-up menu:</p> <ul style="list-style-type: none"> • Parent • PowerSchool Administrator • PowerTeacher Administrator • Student • System Management Console Administrator • Teacher <p>Otherwise, leave the default setting of All Users selected.</p>
Attempted User Name	To search for invalid sign in attempts based on specific user, enter the user's username in the field. Otherwise, leave the field blank.
Attempt Type	<p>To search for sign in attempts based on validity, select the appropriate option:</p> <ul style="list-style-type: none"> • Select Valid Users to search for invalid sign in attempts where the user name entered matches a user name in the system. • Select Invalid Users to search for invalid sign in attempts where the user name entered does not match a user name in the system. <p>Otherwise, leave the default setting of All Users selected.</p>

5. Click the **Search** icon. The following search results display based on the criteria you entered:

- User Name – Click to view user account details. If the account is locked, you can unlock the account by clicking the **Unlock** button.
- Valid User
- User Type
- Source IP Address
- Attempt Date
- Attempt Time

Note: Click the name of a column to sort by that column in ascending order. Click again to sort in descending order. If many results appear, use the quick navigation links such as << **first** and **next** > to navigate between the different pages of results.

Locked Accounts

Using the Locked Accounts Report, you can monitor locked accounts to ensure system security. A user account may be locked automatically if **Account Lockout Rules** is enabled and the user has exceeded the number of sign in attempts allowed. For more information, see *Password Rules Configuration*. Accounts only appear on this page if they have been automatically locked.

How to View Locked Accounts

1. On the start page, choose **System** under Setup in the main menu. The System Administrator Page appears.
2. Under Security, click **Security**. The Security page appears.
3. Click **Locked Accounts**. The Manage Locked Accounts page appears.
4. Click the appropriate portal from the pop-up menu:
 - **All**
 - **Admins**
 - **Teachers**
 - **Parents**
 - **Students**
5. The following information appears for each locked account:

Field	Description
Username	The last name, first name, and username of the user that is locked out. Click to access the Security Settings page.
Account Type	Indicates the portal for which the user has an account.
Lock Details	The date, time, and reason the user is locked out of account.

How to Unlock an Account

Use this procedure to unlock a user's account whereby allowing them access to PowerSchool, PowerTeacher, or the PowerSchool Student and Parent portal.

1. On the start page, choose **System** under Setup in the main menu. The System Administrator page appears.
2. Under Security, click **Security**. The Security page appears.
3. Click **Locked Accounts**. The Manage Locked Accounts page appears.
4. Click the appropriate portal from the pop-up menu:
 - **All**
 - **Admins**
 - **Teachers**
 - **Parents**

- **Students**

5. Do one of the following:

- Click **Unlock** next to each account you want to unlock.
- Click **Unlock All [Name of Selected Portal] Accounts** to unlock all locked accounts for the selected portal.

6. Click **Submit**.

Work With Password Rules

Once Password Rules Management is configured, Password Rules Management functionality appears throughout PowerSchool, the PowerSchool Student and Parent Portal, PowerTeacher, PowerTeacher Administrator and PowerTeacher Gradebook.

PowerSchool

Note: Information in this section appears in *The Basics User Guide*.

How to Sign In to PowerSchool

1. Open your Web browser to your school's PowerSchool URL. The Administrator Sign In page appears.
2. Use the following table to enter information in the fields:

Field	Description
Select Language	Choose the language in which you want to view PowerSchool from the pop-up menu. Note: If no more than one locale is configured, the pop-up menu does not appear.
Username and Password	Enter your username, followed by a semicolon, then your password. The characters display as asterisks (*) to ensure greater security when you sign in. For example, when Chris Smith enters chriss;password , it appears in the field as *****.
[Server Information]	The date, time, and version number appear. Click the version number to view the Server Details pop-up. When you are done viewing, click the x in the upper-right-hand corner to close.

3. Click **Sign In**. The start page appears. For more information, see *PowerSchool Start Page*.

Notes:

- If your PowerSchool administrator has issued you a temporary password, you may be asked to reset your password upon first signing in. For more information, see *How to Reset Your Password*.
- If your password has expired, you may be asked to reset your password. For more information, see *How to Reset Your Password*.
- If you have exceeded the number of sign in attempts allowed, you may become locked out of PowerSchool. If so, contact your PowerSchool administrator.

How to Reset Your Password

If your PowerSchool administrator has issued you a temporary password or if your password has expired, use this procedure to reset your password.

Note: This procedure is only available if the Password Reset Rule or the Password Expiration Rule is enabled.

1. Sign in to PowerSchool. The Change Your Password page appears.
2. Use the following table to enter information in the fields:

Field	Description
Current Password	Enter your current password.
New Password	<p>Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.</p> <p>Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool without help from your PowerSchool administrator. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.</p>
Re-Enter New Password	Enter your new password again exactly as you entered it in the above field.

3. Click **Enter**. The start page appears. For more information, see *PowerSchool Start Page*.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerSchool, use your new password.

How to Change Your Password

1. On the start page, choose **Personalize** from the main menu. The Personalize page appears.
2. Click **Change Password**. The Personalize - Change Password page appears.

3. Use the following table to enter information in the fields:

Field	Description
Old Password	Enter your current password.
New Password	<p>Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.</p> <p>Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool without help from your PowerSchool administrator; this will delay your work. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.</p>
Verify New Password	Enter your new password again exactly as you entered it in the above field.

4. Click **Submit**. The Changes Recorded page appears.

Note: If one of the following alert messages appears, click **Back** and re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerSchool, use your new password.

PowerSchool Student and Parent Portal Administrator

Note: Information in this section appears in the *PowerSchool Student and Parent Portal Administrator Guide*.

How to Create a Parent Account

Use this procedure to create a new parent account. When creating the account, you have the option to associate the parent to one or more students. For more information, see *How to Add a Student to a Parent Account*.

Note: This procedure may also be performed via the student Access Accounts page. For more information, see *How to Create a Parent Account*.

1. Click **New Parent Entry**. The New Parent Account page appears.
2. Use the following table to enter information in the fields:

Field	Description
Account Locked/Disabled	See <i>How to Lock a Parent Account</i> and <i>How to Unlock a Parent Account</i> .
First Name	Enter the parent's first name.
Last Name	Enter the parent's last name.
Email	Enter the parent's email address. The email address you enter is used to send selected information, as well as account recovery notices and account changes confirmations. For more information, see <i>How to Edit Parent Account Email Preferences</i> .
Username	Enter the user name to be used by the parent to sign in to the PowerSchool Student and Parent Portal. The user name must be unique. If you enter a user name that is already in use, you will be prompted to select or enter another user name.
Password	Enter the password to be used by the parent to sign in to the PowerSchool Student and Parent Portal.
Re-enter Password	Enter the password again exactly as you entered it in the above field.

3. To add one or more students to the parent account, see Step 2 of *How to Add a Student to a Parent Account*.
4. Click **Submit**. A confirmation message appears indicating the account is updated.

How to Reset a Parent Account Password

Note: As a security measure, the current parent account password does not appear in the password fields.

1. Search for the parent account. For more information, see *Search Parent Accounts*.
2. On the Edit Parent Account page, use the following table to enter information in the fields:

Field	Description
New Password	Enter the password to be used by the parent to sign in to the PowerSchool Student and Parent Portal.
Confirm New Password	Enter the password again exactly as you entered it in the above field.

3. Click **Submit**. A confirmation message appears indicating the account is updated.

PowerSchool Student and Parent Portal

Note: Information in this section appears in the *PowerSchool Student and Parent Portal User Guide*.

How to Sign In to PowerSchool Student and Parent Portal

1. Open your Web browser to your school's PowerSchool Student and Parent Portal URL. The Parent Sign In page appears.
2. Use the following table to enter information in the Parent Sign In fields:

Field	Description
Select Language	Choose the language in which you want to view the PowerSchool Student and Parent Portal from the pop-up menu. Note: If no more than one locale is configured, the pop-up menu does not appear.
Username	Enter your username.
Password	Enter your password. The characters appear as asterisks (*) to ensure greater security when you sign in. If you have forgotten your username or password, you can click Having trouble signing in? For more information, see <i>How to Recover Your Username</i> or <i>How to Recover Your Password</i> .

3. Click **Sign In**. The start page appears. For more information, see *PowerSchool Student and Parent Portal Start Page*.

Notes:

- If your PowerSchool administrator has issued you a temporary password, you may be asked to reset your password upon first signing in. For more information, see *How to Reset Your Password*.
- If your password has expired, you may be asked to reset your password. For more information, see *How to Reset Your Password*.
- If you have exceeded the number of sign in attempts allowed, you may become locked out of PowerSchool. If so, contact your school.

How to Reset Your Password

If your PowerSchool administrator has issued you a temporary password or if your password has expired, use this procedure to reset your password.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Sign in to PowerSchool Student and Parent Portal. The Change Your Password page appears.
2. Use the following table to enter information in the fields:

Field	Description
Current Password	Enter your current password.
New Password	<p>Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.</p> <p>Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool Student and Parent Portal without help from your PowerSchool administrator. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.</p>
Re-Enter New Password	Enter your new password again exactly as you entered it in the above field.

3. Click **Enter**. The start page appears. For more information, see *PowerSchool Student and Parent Portal Start Page*.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerSchool Student and Parent Portal, use your new password.

How to Recover Your Password

If you have forgotten your PowerSchool Student and Parent Portal password, you will be unable to sign into the PowerSchool Student and Parent Portal. Use this procedure to recover your password. Once you provide your user name and email address, the system authenticates your information and sends a security token to your email address. Using the security token, you can then sign in to PowerSchool Student and Parent Portal, where you

will then be required to change your password. For more information, see *How to Reset Your Password*.

Note: The security token is only valid for 30 minutes. If it expires before you can reset your password, perform the *How to Recover Your Password* again.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Open your Web browser to your school's PowerSchool Student and Parent Portal URL. The Parent Sign In page appears.
2. Click **Having trouble signing in?** The Recover Account Sign In Information page appears.
3. Click the **Forgot Password?** tab, if needed.
4. Use the following table to enter information in the fields:

Field	Description
Username	Enter your username.
Email Address	Enter your email address.

5. Click **Enter**. A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.
6. Once you have received the email, open the email.
7. Click the link in the email. The Recover Password page appears.
8. Use the following table to enter information in the fields:

Field	Description
Username	Enter your username.
New Password	<p>Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.</p> <p>Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool Student and Parent Portal without help from your PowerSchool administrator. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.</p>
Confirm New Password	Enter your new password again exactly as you entered it in the above field.

9. Click **Enter**. The start page appears. For more information, see *PowerSchool Student and Parent Portal Start Page*.

How to Create a Parent Account

Use this procedure to create a new parent account. In order to create an account, you must have the Access ID and Password for at least one student enrolled in school. When creating the account, you will need the Access ID and password for each student you want to associate to your parent account. If you do not have this information or have questions, contact your school.

Note: This procedure is only available if parent single sign-on is enabled. For more information, see *Parent Access Management*.

1. Open your Web browser to your school's PowerSchool Student and Parent Portal URL. The Parent Sign In page appear.
2. Click **Create Account**. The Create Parent Account page appears.
3. Use the following table to enter information in the Create Parent Account section:

Field	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Email	Enter your email address. The email address you enter is used to send you select information, as well as account recovery notices and account changes confirmations. For more information, see <i>Email Notifications</i> .
Desired Username	Enter the username you would like to use when signing in to the PowerSchool Student and Parent Portal. The user name must be unique. If you enter a user name that is already in use, you will be prompted to select or enter another user name.
Password	Enter the password you would like to use when signing in to the PowerSchool Student and Parent Portal. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.
Re-Enter Password	Enter your password again exactly as you entered it in the above field.

4. Use the following table to enter information in Link Students to Account section:

Field	Description
Student Name	<p>Enter the first and last name of the student you want to add to you account.</p> <p>Note: Regardless of the name you enter, the system will populate the name based on the access ID and password for the student.</p>

Field	Description
Access ID	Enter the unique access ID for the student. Note: If you do not have this information, contact your school.
Access Password	Enter the unique access password for the student. Note: If you do not have this information, contact your school.
Relationship	Indicate how you are related to the student by choosing the appropriate association from the pop-up menu.

- Click **Enter**. The Parent Sign In page appears. To continue, see *How to Sign In to PowerSchool Student and Parent Portal*.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerSchool Student and Parent Portal, use your new password.

How to Change Your Account Preferences

Use this procedure change the name, e-mail address, user name or password associated with your parent account.

- On the start page, click **Account Preferences** from the navigation menu. The Account Preferences – Profile page appears.
- Click the **Profile** tab, if needed.
- On the Profile tab, use the following table to enter information in the fields:

Note: The **Cancel** and **Save** buttons appear shaded until information is entered.

Field	Description
First Name	Enter your first name.
Last Name	Enter your last name.
Email	Enter your email address.
Select Language	Use the pop-up menu to choose the language in which you

Field	Description
	want view email and notifications sent from PowerSchool.
Username	Click the Pencil icon and then enter the user name you would like to use when signing into the PowerSchool Student and Parent Portal in the New Username field.
Current Password	Click the Pencil icon and then enter: <ol style="list-style-type: none"> 1. Enter your PowerSchool Student and Parent Portal password in the Current Password field. 2. Enter your new PowerSchool Student and Parent Portal password in the New Password field. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements. 3. Re-enter your new PowerSchool Student and Parent Portal password in the Confirm Password field.

4. Click **Save**. A confirmation message appears indicating your account is updated. Additionally, an account changes confirmation email is sent to your email address.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerSchool Student and Parent Portal, use your new password.

Note: If you change your email address, the account changes confirmation email is sent to both the old and new email addresses.

PowerTeacher

Note: Information in this section appears in the *PowerTeacher Portal User Guide*.

How to Sign In to PowerTeacher

1. Open your Web browser to your school's PowerTeacher URL. The Teacher Sign In page appears.
2. Use the following table to enter information in the fields:

Field	Description
Select Language	Choose the language in which you want to view PowerTeacher from the pop-up menu. Note: If no more than one locale is configured, the pop-up menu does not appear.
Username	Enter your username.
Password	Enter your password. The characters appear as asterisks (*) to ensure greater security when you sign in.

- Click **Sign In**. The start page appears. For more information, see *PowerTeacher Start Page*.

Notes:

- If your PowerSchool administrator has issued you a temporary password, you may be asked to reset your password upon first signing in. For more information, see *How to Reset Your Password*.
- If your password has expired, you may be asked to reset your password. For more information, see *How to Reset Your Password*.
- If you have exceeded the number of sign in attempts allowed, you may become locked out of PowerSchool. If so, contact your PowerSchool administrator.

How to Reset Your Password

If your school's PowerSchool administrator has issued you a temporary password or if your password has expired, use this procedure to reset your password.

Note: This procedure is only available if the Password Reset Rule or the Password Expiration Rule is enabled.

- Sign in to PowerTeacher. The Change Your Password page appears.
- Use the following table to enter information in the fields:

Field	Description
Current Password	Enter your current password.
New Password	Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements. Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool without help from your PowerSchool administrator; this will delay your work. It is not recommended that you write down your password because

Field	Description
	an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.
Re-Enter New Password	Enter your new password again exactly as you entered it in the above field.

- Click **Enter**. The start page appears. For more information, see *PowerTeacher Start Page*.

Note: If one of the following messages appears, re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerTeacher, use your new password.

How to Change Your Password

- On the start page, click **Personalize** from the navigation menu. The Personalize page appears.
- Click **Change Password**. The Personalize page for the change password function appears.
- Use the following table to enter information in the fields:

Field	Description
Old Password	Enter your current password.
New Password	Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements. Note: It is important to select a new password that you will remember. If you forget it, you cannot sign in to PowerSchool without help from your PowerSchool administrator; this will delay your work. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.
Verify New Password	Enter your new password again exactly as you entered it in the above field.

4. Click **Submit**. The Changes Recorded page appears.

Note: If one of the following alert messages appears, click **Back** and re-enter your password accordingly:

- Current password is not correct.
- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to PowerTeacher, use your new password.