

HOW-TO RESET AND CREATE PARENT PORTAL ACCOUNTS

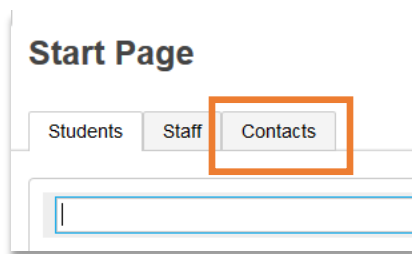
This document is to help guide the Data Manager to reset an existing Parent's PowerSchool Parent Portal Account or to create a new account.

Note: Only the Student's Legal Parent or Legal Guardian has permission to create an account. It is the Data Manager's responsibility to verify the person requesting the information is the Parent or Legal Guardian.

How-To Reset a Contact's Password

Start Page > Query for Contact

- From Start Page, search for Parent/Legal Guardian through the Contact Screen. Check to see if the contact needs to have his/her accounts consolidated (*please refer to Managing Student Contacts*).



- After contact has been consolidated, click on the name to navigate to the contact's information screen.
 - If the contact has an existing account, a green check mark will be under the "Access Account" column.

| Contact | Access Account |
|--------------------|----------------|
| Thompson, Jennifer | ✓ |

- Under "Web Account Access," Click "Edit Account."

▾ Web Account Access

| Account Enabled | Username | Account Email | |
|-----------------|----------|--------------------|--------------|
| ✓ | thompsj5 | thompsj5@gcsnc.com | Edit Account |

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- “Edit Web Account Access” box will appear.
 - Make sure the box next to “Account Enabled” is checked.
 - Enter a generic password in the New Password and confirm password fields, such as your school name. For example: Ferndale#1
 - Click Submit

Edit Web Account Access [X]

Account Enabled

Username

New Password

Confirm Password

Account Email Select existing email ▾

Cancel Submit

- Under Students
 - Make sure there is a green check mark for the Contact’s student.
 - If the check mark is missing, click on the pencil
 - Click Tab, “Data Access”
 - Click the radio button next to “Can access Student Data and email
 - Click Submit

Show All (+0) Add Students

| End Date | Data Access | Action |
|----------|-------------|--------|
| | ✓ | |
| | ✓ | |

Active All **Data Access**

Can Access Student Data And Email

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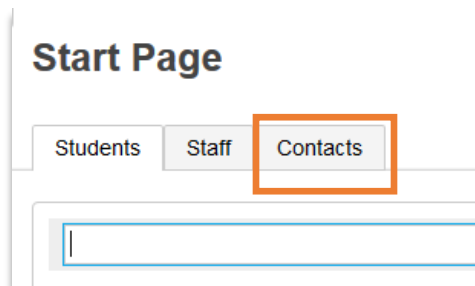
How-To Create a Parent Portal Account for Parent/Legal Guardian

This portion is if a contact visits the school to gain assistance from the data manager to create a Parent Portal Account.

Note: *It is the data manager's responsibility to verify that the visitor is the Mother, Father or Legal Guardian of the student. Only the Student's Legal Parent or Legal Guardian has permission to create an account.*

Start Page > Query for Contact

- From Start Page, search for Parent/Legal Guardian through the Contact Screen. Check to see if the contact needs to have his/her accounts consolidated (*please refer to Managing Student Contacts*).



- After contact has been consolidated, click on the name to navigate to the contact's information screen.
 - If the contact does not have existing account, "Access Account" column will be blank.

The screenshot shows search results for 'Sara Hough'. The table has two columns: 'Contact' and 'Access Account'. The 'Contact' column contains the name 'Hough, Sara' and is highlighted with an orange border. The 'Access Account' column is empty.

| Contact | Access Account |
|-------------|----------------|
| Hough, Sara | |

- Under "Web Account Access," Click "Add Account."



HOW-TO RESET AND CREATE PARENT PORTAL ACCOUNTS

- “Add Web Account Access” box will appear.
 - Make sure the box next to “Account Enabled” is checked.
 - Enter a Username (this is given to data manager by contact).
 - Enter a generic password in the New Password and confirm password fields, such as your school name. For example: Ferndale#1
 - (the contact can update the password when they login as themselves.)
 - Click Submit

Add Web Account Access [X]

Account Enabled

Username

New Password

Confirm Password

Account Email

Cancel **Submit**

- Under Students
 - Make sure there is a green check mark for the Contact’s student.
 - If the check mark is missing, click on the pencil
 - Click Tab, “Data Access”
 - Click the radio button next to “Can access Student Data and email
 - Click Submit

Show All (+0) **Add Students**

| End Date | Data Access | Action |
|----------|-------------|--------|
| | ✓ | |
| | ✓ | |

Active All **Data Access**

Can Access Student Data And Email

HOW-TO RESET AND CREATE PARENT PORTAL ACCOUNTS

How Parent/Legal Guardian Registers Online

Note: If a Parent/Legal Guardian registers and creates a Parent Portal Account online, it will **create a duplicate contact.**

- Parents can register for the Access ID/Access Password to be emailed to them at pa.gcsnc.com. The registration instructions are at the top of the screen on the website. Also, the 'Quick Reference Guide to Create an Account for PowerSchool Parent Portal' and the 'Parents User Guide' (how to navigate through parent portal) is posted on the pa.gcsnc.com website and will be included in the email to the parent.

How-To Print the Access and ID letter for Parent/Legal Guardian

- The Data Manager can print the Parent Web ID/Password letter, print the 'Quick Reference Guide to Create an Account for PowerSchool Parent Portal' and the 'Parent User Guide'. Both of these documents can be found on the GCS Data Console > Data Manager Portal > How to documents. Give all three documents to the parent/guardian (Web ID/Password Letter, Quick Reference Guide and Parent User Guide). The parent will use the quick reference guide for instructions on how to create an account.
 - Start page of PowerSchool - Query for the student
 - From student screen – Print a Report
 - Click pull-down arrow
 - Choose Parent Web ID and Password
 - Watermark Text – Choose Confidential
 - Submit