How to Recover Your Password

If you have forgotten your PowerSchool Parent Portal password, you will be unable to log into the PowerSchool 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 log back into the PowerSchool 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.

1. Open your Web browser to your school's PowerSchool Parent Portal URL. The Log In page appears.

2. Click **Having trouble logging in?** The Recover Account Login Information page appears.

3. Click the **Forgot Password?** tab, if needed.

4. Enter your user name in the first field.

5. Enter your email address in the second field.

6. Click **Enter.** A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.