

Parent Portal FAQ

- **How do I set up my PowerSchool Parent Portal Account?**
 - To create a PowerSchool Parent Account, please click [here](#).
- **What is an Access ID and Access Password? How do I retrieve these to set up my PowerSchool Account?**
 - Each student is assigned a parent Access ID and Access Password and is **only used one time** for account setup in the Parent Portal. The Access ID and Access Password are shared with parents via email before the beginning of each school year. Please make sure your email address is up-to-date.
- **Do I use my Access ID and Access Password to log into the Parent Portal?**
 - No, these codes are only used in setting up the Parent Portal account. Once your Parent Portal account is set up, you use the username and password you created during the account creation process. The Access ID and Password are no longer needed.
- **How do I add additional students to my PowerSchool Parent Portal Account?**
 - Request the students(s) Access ID's from your child's school office. Use the Account Preferences" tab to add additional students to the account once logged into the PowerSchool parent portal.
- **What do I do if I receive a message that an account with my email already exists?**
 - If you receive a message stating "An account with that email address already exists" this most likely means a Parent Portal account using this email address already exists in PowerSchool. Select the "Forgot Username or Password?" link at the bottom of the Sign In page, and you will receive a link to reset your password. If you are still having issues, you may contact your students' school.
- **I forgot my Parent Portal username, what do I do?**
 - To recover your parent portal password go to the [PowerSchool login](#) and click the "Forgot Username or Password". The link is located at the bottom of the page. To recover your parent portal username, click the tab "Forgot Username?" and enter the parent email address used to create the Parent Portal account.
- **I forgot my Parent Portal password, What can I do?**
 - To recover your Parent Portal password go to the [PowerSchool login](#) and click the tab "Forgot Password" located at the bottom of the page and enter the username and

email address used to create the parent portal account.

- **I forgot the username or email that I used to create my parent portal account. What do I do?**
 - Please contact your student's school; they can look up this information and give it to you.

- **I am still having trouble logging into the PowerSchool Parent Portal. Who should I contact?**
 - Please contact your student's school.

- **I am a new QCSD parent/guardian. How do I create a Parent Portal account?**
 - During the Summer (New Families) -If this is your student(s)' first academic year, you will not be able to create a PowerSchool Account for the student(s) until mid-late August. You will receive a school messenger email letting you know you can now request the Access ID and Access PW needed to create the account.

- **I need to update my address, email, emergency contact number(s), or phone number with the District. How do I do that?**
 - Please contact your student's school.