

# POWERSCHOOL PARENT PORTAL FAQ'S

## Login

### How does one get a PowerSchool Parent Portal username and password?

Go to <https://chester-nj.powerschool.com/public/home.html>. Click Create Account. Click Create Account again and fill out the information requested under the Parent Account Details section.

Fill out the Student Name, Access ID, Access Password and choose your relationship to the student and repeat for any additional children in the district. Click Enter.

### How do I recover my PowerSchool username or password?

If you already have a PowerSchool account and have forgotten your username or password, go to <https://chester-nj.powerschool.com/public/home.html> and click **Forgot Username or Password**. Click either the Forgot Password tab or the Forgot Username tab and provide the necessary information.

### Are PowerSchool usernames and passwords case sensitive?

Yes they are. Enter your password and username exactly how you entered them when creating your account.

### How many times can I login incorrectly?

If you try to sign in three times incorrectly, you will be locked out of the PowerSchool Parent Portal. Call your school office and the secretary will be able to assist in unlocking your account.

### I try to login to the site, but I keep getting an error message "login has expired" or "cannot access site". What is wrong?

All browsers are not created equal, and some refuse to give up what they have in their cache. In Internet Explorer, make sure pages are set to update "always" (under Tools--

>Internet Options.) If that doesn't work, empty your cache.

### When can I access the PowerSchool Parent Portal?

The PowerSchool Parent Portal will be available to registered parent(s)/guardian(s) 24 hours a day, seven days a week.

## **Is this system secure?**

Yes, the system requires an individual user name and password for each child. In addition, the PowerSchool Parent Portal has SSL encryption. The username and password must be kept confidential by parents.

## **Access**

### **How do I access the PowerSchool Parent Portal?**

You may access the PowerSchool Parent Portal from any computer with an Internet connection by opening your web browser and going to <https://chester-nj.powerschool.com/public/home.html>.

### **Who may access the PowerSchool Parent Portal?**

Parent(s)/guardian(s) who have a username and password may access the PowerSchool Parent Portal.

### **Can I access the PowerSchool Parent Portal from anywhere?**

Yes, you can access the PowerSchool Parent Portal from any computer with Internet access.

### **I have multiple children in the district. Can I have access to all their accounts under just one username and password?**

Yes, additional children entering the district at different times will receive a unique access id and password. Log into PowerSchool on a computer or laptop. From the main screen, click **Account Preferences**. Click the **Students** tab at the top of the page and select **Add** on the top right. Enter the information requested.

### **My husband/wife and I are separated/divorced; can we get another parent username and password for our child's account?**

Yes, simply create an account under a different email address and enter each student's access id and password.

### **Do I need a new username and password each year if my child is returning?**

No, all login information will remain active as long as your child is a student at that school.

### **What if I do not have a computer at home or do not have access to the Internet?**

The public library has computers that you can use to access the PowerSchool Parent Portal.

## **What kind of computer equipment do I need to view PowerSchool Parent Portal?**

Almost any computer with an Internet connection can access PowerSchool Parent Portal. It is recommended that you use a newer Internet browser.

## **What happens to my access to the PowerSchool Parent Portal once my child leaves the district?**

Access is automatically disabled if the student transfers or graduates.

## **General**

### **What is PowerSchool?**

PowerSchool is the student information system that Chester School District uses to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily, but safely be shared with parents and students.

### **What is the PowerSchool Parent Portal?**

The PowerSchool Parent Portal is a feature of the PowerSchool Student Information System that provides parents/guardians immediate access to grades, attendance records and demographic information.

### **Do I have to use the PowerSchool Parent Portal?**

Yes, it is the preferred way to keep the student demographics up to date. This includes changes in address, phone numbers, etc. The PowerSchool Parent Portal is designed to give parents access to information that may be important to them in an easy to access, consolidated format.

### **Whom should I contact if I have a question?**

**Grades** for class assignments during the current semester: Talk with your child first. If you still have questions, you may call your child's teacher or email him/her. **General attendance questions** should be directed to your school office.

### **Can other people see my son's/daughter's grades?**

No. As long as you protect your username and password, others will not be able to see your child's information.

### **Can I change my password?**

No, PowerSchool does not allow for the ability to change your password. Please record it and keep it somewhere safe so you have it when you need it (wallet, purse, day planner).

### **Can I print what I see?**

Yes, use the print icon at the bottom of most pages.

### **Do I need to logout of PowerSchool Parent Portal?**

Only if using it at a public location or on a shared computer, this way no one will be able to access your child's private information.

### **Expectations**

#### **How often can we expect grades to be updated?**

It is different for individual teachers, classes and subjects. Report card grades are stored two weeks after report cards are distributed.

#### **How often can we expect attendance to be updated?**

Attendance is updated daily. Excused absences may take a few extra days to be updated (changed from "unexcused") depending on the number of absences, promptness of the parent excuse note and/or day of the week.