

1. The Forgot Password link on the parent portal does work – parents can reset their own passwords if they click the link and enter in the email that is in PS. The message takes 10 minutes to be sent to them and they have 24 hours from when they receive the message to reset or the link becomes dead.
2. The help function on the top right in the Parent Portal does work – it links to support documents on a PowerSchool Site – it is not our help – it is theirs. If the link does not open that could be because of the parent WIFI configuration – not ours.
3. The PS app – is not something we should be encouraging parents to use. Please have them log in directly to the site – it is a responsive site – so it will change the view if you use an Ipad, phone, laptop etc.