

Supporting the Student's Contacts: Password Resets & Account Creation/Modification

Instructions for NHPS (school) Staff and Help Desk

“Contacts” refer to Parents, Guardians, relatives or other Care Providers

This is a draft/beta version released to several staff for testing and feedback. Jim Kopcik, 12/01/2020

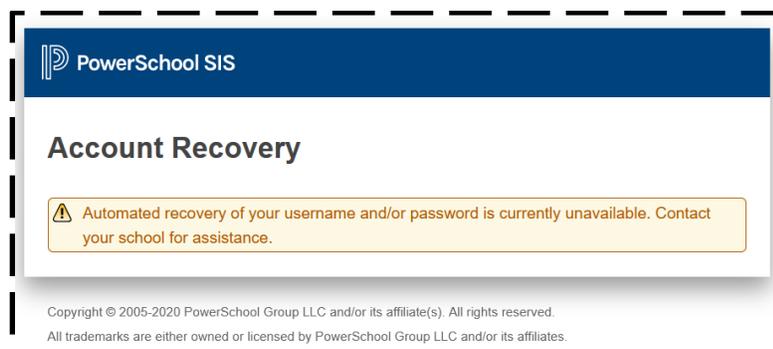
Following are notes and limited instructions to support the Student's Contacts information with focus toward PowerSchool Portal user accounts for persons allowed to sign-and access the Student's records. The relevant Student and Contact screens will be shown with descriptions/explanations, relationship to other screens/fields, the effect of missing data and some best-practice notes.

This is not intended to provide specific steps to address **all or even most** of the possible situations. Where applicable, task suggestions and sequence-sensitive steps will be provided.

The following support is best provided by school staff. 'At-School' Staff would have better awareness of family situations/concerns as compared to Central/District Office Staff. However, Central/District Office Staff may provide support per request or guidance of school staff.

Escalate unresolvable issues to the Help Desk.

Note: The **“Forgot Username or Password?”** option on the portal sign-in screen will not provide the expected result. It now returns the following response.



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Common Issues:

- Parent needs their password reset.
- Parent hasn’t created their account
- Parent has multiple user accounts for the same student/child.
- Parent has multiple user accounts for multiple students/children – linked
- Parent has multiple user accounts for multiple students/children – not linked

Helpful Screens:

	Contact Details Screen Segments
	The student's Parents Screen
	Family Screen
	Net Access Screen
	User Login Report
	Parent Portal Account was not created.

New/Temporary Passwords (aka reset)

- Accomplished with the **Contact Details** screen.
 - Search/Select Student's record.
 - Select the **Contacts** option from the main menu. It's found in the **Information** section near the top of the menu.
 - If more than one Contact is listed, select the Data Access record (the check-mark in the Data **Access** field (far right of record/screen). You may have to move the horizontal scroll bar to see it.

4)

Order	Name / Email	Relationship	Phone Type	Phone	Address	Custody	Lives With	School Pickup	Emerg. Contact	Original Contact Type	Start Date	End Date	Data Access	Actions
	J. [REDACTED] N	Mother	Home	4 [REDACTED] 9						Mother				
	C. [REDACTED] N			(203) [REDACTED]					✓	Emergency 1				
	G. [REDACTED] ELL			(203) [REDACTED]					✓	Emergency 2				
	J. [REDACTED] h												✓	

i)

- Click the name/email address to access the **Contact Details** screen.
 - If there isn't a contact record with Data Access enabled, refer to the [Instructions to Create Portal Account](#) section.
- If the **Active** box in the **Demographics** section is not **checked**, the contact will not be able to sign-in to the PowerSchool portal. If you're not sure why the account isn't active, consult the school's office staff or administration in case there is a reason.
 - Similarly, if the **Web Account Access** is not **enabled** consult the school's office staff or administration in case there is a reason
 - A contact needs to be both active and enabled to access the student's information.
 - If the Contact doesn't have information in the Web Account Access (Username and Email), they will need to create a portal account. Refer to the [Instructions to Create Portal Account](#) section.

Contact Details

Demographics

Prefix: [v] First Name: [J. Smith] Middle Name: [] Last Name: [] Suffix: [v]

Gender: [v]

Employer: []

Active

Web Account Access

Account Enabled	Username	Account Email
✓	[j. smith]	[j. smith@ yahoo.com]

[Edit Account](#)

- A Contact may have more than one Web Account. They may have created one earlier in the year or a prior year and forgot they had. Or they created one for another student and didn't realize they could link all their students to their one account. This is an opportunity to disable/deactivate an obsolete account.
- Before changing the Contact's password, confirm the spelling of the username and email address. The username and email address can also be made here
 - FYI: Usernames should be less than 20 characters. They can have uppercase, lowercase characters and number.
 - Passwords have more restrictions see below.

Edit Web Account Access

Account Enabled

Username: [j. smith]

New Password: []

Confirm Password: []

Account Email: [j. smith@ yahoo.com]

[Cancel](#) [Submit](#)

- After a password reset, the **new/temporary password** will need to be changed during the contact's first sign-in. The new/temp password (set by you/Staff) does not need to be unique, but it does need to be more than five letters/numbers. If possible, have the Contact change their password and sign in with their new/personal (360 day) password.
 - 1) PowerSchool will require them to change this initial password during their first sign-in. The password restrictions are length and prior use (360 days). They cannot use a former password. Their new password needs to be more than 8 characters long, uppercase/lowercase letters and numbers. Special characters and spaces are not recommended.

- 2) Immediately after they confirm their new/personal password, PowerSchool will disconnect their session. They will receive an error ***“There was an error processing your sign-in request. Please try again. If this problem continues, contact your school directly for assistance.”*** This is a security feature to validate you and your new password, in case you are interrupted.
- 3) Next, they will sign-in using their new/personal password even if PowerSchool stated an error from the last step.

Siblings/Cousins in the District

If the parent/guardian has more than one student in the district, they may have different accounts for each student. Here lies the username/password confusion. Multiple students can be consolidated to a single parent/guardian account. This can become complex and should be referred to the Help Desk.

As-Needed References

The Student’s Parents Screen

For the purpose of these instructions, this screen is used to verify requester/contact information. Do not make changes in this screen unless you are authorized to do so.

Quick Lookup
Print A Report
Switch Student
List (1)

SwiftK12 Alerting

Portal Overview
Contact Preferences

Custom Screens

Information

Access Accounts
Addresses
Attachments
Contacts
Demographics
Emergency/Medical
Family
Health
Modify Info
Other Information
Student Email
Parents
Photo
State/Province - CT

Academics

Administration

Enrollment

Scheduling

PowerTools

Parents 👤 ⚠️ 🚫

Doe, John DEE 10 22 Wilbur Cross Counselor: Please choose one Guidance Counselor Group: A SASID: 12345678

Student Information

Home Address 500 Prospect St, B5 New Haven, CT 06511

Mailing Address 500 Prospect St, B5 New Haven, CT 06511

Home Phone

SASID 12345678 DOB: 12/14/1998

Parent/Guardian/Emergency Contact 1

Name and Relationship Doe, Jackie: Mother

Home Address 140 Dewitt Street New Haven, CT 06511

Home Phone Work (DAY) Phone Ext

Cell Phone text Email

Preferred Contact Method Willing to Volunteer?

Parent/Guardian/Emergency Contact 2

Name and Relationship Doe, Joseph: Father

Home Address 164 Grand Avenue New Haven, CT 06511

Home Phone Work (DAY) Phone Ext

Cell Phone text Email

Preferred Contact Method Willing to Volunteer?

Other Emergency Contact

Last Name First Name Relationship

Home Phone Work Phone Ext

Cell Phone text Email

Family Screen

Use to determine if Parent/Contact may have an Access Account for another student in the district. The Contact's portal account (via Contact Details) may need to be updated to add another Student.

Today is: 10/15/2020 Schedule: 20-21 Regular Schedule A (A) School: Wilbur Cross Comprehensive High School Term: 20-21 Year

Welcome, James M Kopicik | Help | Sign Out

PowerSchool SIS

Start Page > Student Selection > Family > Manage

Students with Shared Family Information

Doe, John DEE 10 22 Wilbur Cross Counselor: Please choose one Guidance Counselor Group: A SASID: 12345678

Family Members

The following students have been linked as family members and share the family information specified. To remove a student from this link select the check box next to the appropriate student(s) and submit. To copy all of the specified information from one of these students to the current student, click on the Copy From button next to the appropriate student before submitting.

Copy From:	<input type="radio"/>	<input type="radio"/>
Remove from Family	<input type="checkbox"/>	<input type="checkbox"/>
Student Name	..	Doe, Juan Pablo
Student Number	92	208614
School	Saturday Academy (8)	Dr. Reginald Mayo Early Learning Center (-2)
Enroll Status	Transferred Out	Transferred Out
Family ID		
Sibling Last Name	..	Doe
Sibling First Name		Juan
Student Phone	x	x
Physical Address	x	x
Mailing Address	x	x
Mother's Name	x	
Father's Name	x	

Net Access Screen

Provides Sign-In history, if any, for Student and Parent accounts.

Today is: 10/15/2020 Schedule: 20-21 Regular Schedule A (A) School: District Office Term: 20-21 Year

Welcome, James M Kopicik | Help | Sign Out

PowerSchool SIS

Start Page > Student Selection > Net Access

Net Access

[Redacted] 8 [Redacted] Conte-West Hills Counselor: Group: SASID: [Redacted]

Parent Access Summary

Parent	Date	Time	IP Address	Duration (minutes)
1. Sr [Redacted]	10/13/2020	08:27 AM	32.212.47.225	30.97
2. Sr [Redacted]	08/28/2020	06:27 PM	32.212.47.225	7.74

Student Access Summary

No Student Access records found.

User Login Report

Provides Sign-In history, if any, for Student and Parent accounts. Image below indicates there weren't any sign-ins within the specified date range.

Start Page > Reports > Reports (Custom) > User Login Report Today is: 11/24/2020 Schedule: RL Day B Hill Regional Career Magnet High School 20-21 Year

User Login Report

Filter Options

Pause Teacher: NONE Date Range: 11/18/2020 00:00 - 11/24/2020 23:59 Login Type: Parent

Platform: All Students: WANN, A... Logout Reason: All Types

IP Handling: Include IPs that match IP Address: Find in user agent: Minutes Online: 0 - 99999

Use % for wildcard ex: %Firefox%

Show / hide columns Copy CSV Tab PDF

Type	User	School	Login	Log out	Minutes Online	Page Views	Log out reason	IP Address	Platform	User Agent
No data available in table										

Showing 0 to 0 of 0 entries

Report generated at 03:40 PM on 11/24/2020

- 1) Navigate: Start Page: Main Menu: System Reports >> Custom Reports: Security section >> User Login Report
 - a) Note, the Pause box is checked while setting search parameters.
- 2) Enter/Select the relevant search parameters, Date Range, Login Type and Student.
 - a) Keep all other parameters as shown above. After obtaining successful search results, possibly too many or seeking a specific Logout situation, you can use any of the other parameters.
- 3) Uncheck the Pause Box. The search may take up to 45 seconds depending on system activity.
- 4) Choose the output/result format:
 - a) **Show/Hide Columns** – eliminate irrelevant columns
 - b) **Copy, CSV, Tab or PDF**
 - c) If the **Copy, CSV, Tab or PDF** buttons look like the image below and/or do not function:



- d)
 - i) Right-Click a button
 - ii) Adobe Flash Player
 - (1) Enable Flash
 - (2) Allow
 - (3) May have to re-enter parameters for Login search.
 - (4) Result:



Example of a User Login Report with current Sign-ins.

The screenshot displays a web application interface for a 'User Login Report'. At the top, there is a breadcrumb trail: 'Start Page > Reports > Reports (Custom) > User Login Report'. The current date is 'Today is: 11/24/2020', the schedule is 'RL Day B', and the school is 'Hill Regional Career Magnet High School'. The report is for the '20-21 Year'.

The main section is titled 'User Login Report' and contains a 'Filter Options' panel. The filters include: 'Pause' (unchecked), 'Teacher' (NONE), 'Date Range' (9/3/2020 to 00:00), 'Login Type' (Parent), 'Platform' (All), 'Students' (redacted), 'Logout Reason' (All Types), 'IP Handling' (Include IPs that match), 'IP Address' (four empty boxes), 'Find in user agent:' (empty), and 'Minutes Online' (0 to 99999). A note below the filters says 'Use % for wildcard ex: %Firefox%'. There is a 'Show / hide columns' button with four icons.

Below the filters is a table with the following columns: Type, User, School, Login, Log out, Minutes Online, Page Views, Log out reason, IP Address, Platform, and User Agent. The table contains two entries:

Type	User	School	Login	Log out	Minutes Online	Page Views	Log out reason	IP Address	Platform	User Agent
1	Parent d[redacted]e, da[redacted]e	Hill Regional Career	11/09/2020 13:35:27	11/09/2020 14:18:03	42.6	19	Auto log off	24.218.137.78	Windows	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.183 Safari/537.36
2	Parent d[redacted]e, da[redacted]e	Hill Regional Career	11/12/2020 11:00:55	11/12/2020 11:37:33	36.63	15	Auto log off	24.218.137.78	Windows	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/86.0.4240.183 Safari/537.36

At the bottom of the table, it says 'Showing 1 to 2 of 2 entries' and 'Report generated at 03:51 PM on 11/24/2020'.

Contact Details Screen Segments

The Contact Details sections can be expanded or collapsed as preferred.

Other sections on the Contact Details screen are:

- Students
- Phone Numbers
- Email Addresses
- Addresses (real estate)

Note the **Active** check mark.

Contact Details: Web Account Access Section

- This screen provides the Contact with access to the student's information, grades, attendance, etc.
- In the **Contact Details Demographics** section, if the **Active** box is not checked, the contact will not be able to sign-in to the PowerSchool portal. If you're not sure why the account isn't active, consult the school's office staff or administration in case there is a reason.

- Similarly, if the **Web Account Access** is not enabled consult the school's office staff or administration in case there is a reason
- A contact needs to be both active and enabled to access the student's information.
- If the Contact doesn't have information in the **Web Account Access** (Username and Email), they will need to create a portal account. Refer to the [Instructions to Create Portal Account](#) section.
- Before changing the Contact's password, confirm the spelling of the username. You can change it in the
- Usernames can have uppercase, lowercase characters and number.
- A Contact may have more than one Web Account. They may have created one earlier in the year or a prior year and forgot they had. Or they created one for another student and didn't realize they could link all their students to their one account. This is an opportunity to disable/deactivate an obsolete account.

Contact Details Change History

▼ Demographics

Prefix	First Name	Middle Name	Last Name	Suffix
<input type="text"/>	Eileen	<input type="text"/>	██████████ *	<input type="text"/>

Gender:

Employer:

Active

▼ Web Account Access

Account Enabled	Username	Account Email
✓	W██████████	W██████████@aol.com

[Edit Account](#)

Contact Details: Students Section

▼ Students
 Show All (+0) [Add Students](#)

School	Name	Relationship	Custody	Lives With	School Pickup	Emerg. Contact	Original Contact Type	Start Date	End Date	Data Access	Action
Metropolitan	██████████	SUPPORT WORKER								✓	✎ -
Nathan Hale	██████████	SUPPORT WORKER								✓	✎ -

Contact Details: Phone Numbers Section

▼ Phone Numbers						Add Phone
Order	Type	Phone Number	Preferred	SMS	Action	
1	Work	475 220 1696			Edit Delete	

Contact Details: Email Addresses Section

▼ Email Addresses				Add Email
Primary	Type	Email Address	Action	
	Current	james.kopcik@nhboe.net	Edit Delete	

Contact Details: Addresses Section (example - no data to list)

▼ Addresses											Show All (+0)	Add Address
Order	Type	Address Line 1	Address Line 2	Unit	City	State/Province	Postal Code	Country	Start Date	End Date	Action	

Instructions to Create Portal Account

If the Parent/Guardian does not have a PowerSchool web access (portal) account, depending on the circumstances, you can ...

- 1) Provide the instructions document identified here, or
- 2) Use this document to assist them with creating their account, or
- 3) Create their account for them.

[..\..\ 2.1 documentation Beta-Release PrePub\20-0901 for Family Create ParentAccount Sign-In.pdf](#)

You will need to provide a current Student/Parent Portal letter.

Print Parent/Student Portal Letter for Access Credentials

Quick Lookup
Print A Report
Switch Student
List (1)

PowerSchool SIS
Today is: 10/15/2020 Schedule: 20-21 Regular Schedule A (A) School: Wilbur Cross Comprehensive High School Term: 20-21 Year

Welcome, James M Kopcik | Help | Sign Out

Start Page > Student Selection > Functions > Print A Report

Print A Report

Doe, John DEE 10 22 Wilbur Cross Counselor: Please choose one Guidance Counselor Group: A SASID: 12345678

Print the report (pdf) for Doe, John DEE

Which report to print
NHPS Parent/Student English Portal Letters

If printing student schedule, use...
 courses actively enrolled in during current term (excludes dropped courses)
 all courses enrolled in during current term (includes dropped courses)
 enrollment as of 10/15/2020

If printing fee list, only include transactions conducted during...
(may be overridden in report setup)
Current School Year MM/DD/YYYY to MM/DD/YYYY

Watermark Text

Watermark Mode
Overlay

When to print
ASAP
MM/DD/YYYY /

Report Output Locale
English

Submit

End of Documentation