# Parent Single Sign-On Quick Reference Guide

Parent Single Sign-On, introduced in PowerSchool 6.2, offers a number of benefits, including access to multiple students with one sign in, a personalized account for each parent and guardian, and the ability for parents to retrieve their own sign in information.

As of PowerSchool 9.0, released in June 2015, Parent Single Sign-On is the only supported method of parent access to PowerSchool.

Parent Single Sign-On changes the way in which parents access their students' academic records using the PowerSchool Parent Portal. This Quick Reference Guide is designed to assist you through the process of enabling and setting up Parent Single Sign-On in PowerSchool.

## Enabling Parent Single Sign-On

With PowerSchool 9.0, Parent Single Sign-On is enabled by default. For PowerSchool versions prior to 9.0, to enable Parent Single Sign-On, navigate to **System > System Settings > Security**, select the **Enable Parent Single Sign-On Security** checkbox, and then submit.

## Server Configuration

For Parent Single Sign-On to function, PowerSchool Configuration - External Access settings must be configured correctly. To configure, navigate to **System > System Settings > Global Server Settings**. For more information, see the *Installation Guide for PowerSchool* available on **PowerSource**.

## Access Accounts

A student-level page named "Access Accounts" is available in PowerSchool and is accessible via **Start Page > Select Student > Access Accounts**. This page places all of the functions related to accessing students' academic information via the PowerSchool Parent Portal into a central location for ease of use. To provide visibility to this page, modify the security privileges for all groups requiring access to the functionality on this page, navigate to **System > Security > Groups > Group Name**, select the **Access Accounts** checkbox in the **Accessible Student Screens** section, and then submit.

Access Accounts includes the following fields and functions:

- **Enable Student Access**
- **Student User Name**
- **Student Password**
- **Enable Parent Access**
- **Access ID**
- **Access Password**
- Auto-assign IDs and Passwords - This function auto-assigns the Student User Name, Student Password, Access ID, and Access Password in accordance with the settings

established in the Assign IDs & Passwords special function (**Special Functions > Assign IDs & Passwords**)

- If enabled for students, LDAP functionality is also accessible via the Access Accounts page

## Parent Search

A page named "Parent Search" is available in PowerSchool and is accessible via **Start Page > Parent Search**. This page allows you to search for parent accounts, including searching by first name, last name, email address, or you can browse by the first letter of the last name. This search function finds only the parent accounts that have been created either by parents using the **Create Account** function in the PowerSchool Parent Portal or by the PowerSchool Administrator using the **New Parent Account** function in PowerSchool. This search will not find parent information that exists in the Student table or parents that have accessed the PowerSchool Parent Portal using the Guardian Web ID and Password before enabling Parent Single Sign-On.

## New Parent Account

A page named "New Parent Account" is available in PowerSchool and is accessible via **Start Page > New Parent Entry** or **Start Page > Parent Search > New Parent Entry**. This page allows you to establish a parent account. All fields on this page are required, and include the following:

- **First Name**
- **Last Name**
- **Email** (must be unique)
- **User Name** (must be unique)
- **Password**
- **Re-enter Password**

Once the parent account is established, you can then add one or more students to the account. To add a student, click the **Add** icon and search on the student's last name. For each student you wish to add, indicate the relationship of the parent to the student, select the **Add** checkbox, and then click the **Add** button.

## Account Change Notifications

Email notifications are sent to the primary email address associated to a parent account when either the PowerSchool Administrator or the parent makes changes to the parent account, including the following:

- Add a student
- Remove a student
- Change first or last name
- Change user name
- Change password
- Change email address – notification sent to both the old and new email address

**Note:** Email notifications for account changes are sent only if Parent Single Sign-On is enabled. This allows you to set up accounts on behalf of parents if you choose to do so prior to enabling Parent Single Sign-On without inundating parents with email messages.

## Email Preferences in PowerSchool

Previously, Email Preferences were maintained at the student-level and shared by all parents who had access to a given student account. With Parent Single Sign-On, email preferences are maintained per parent per student, and are accessible via the following areas:

- The centralized Parent module

- The Access Accounts student-level page

## Email Notifications in the PowerSchool Parent Portal

Prior to enabling Parent Single Sign-On, the email notifications, including the summary of grades and attendance, detailed assignment scores, detailed attendance report, school announcements, and balance alerts will continue to be sent in accordance with the email preferences as set on the Parent student-level page accessible via **Select Student > Parent**.

Once Parent Single Sign-on is enabled, the email notifications will be sent in accordance with the email preferences as set for each Parent account for each student.

## Email Information in PowerTeacher Gradebook

Prior to enabling Parent Single Sign-On, the email information visible in PowerTeacher Gradebook will continue to reflect the email addresses as set on the Parent student-level page accessible via **Select Student > Parent**.

Once Parent Single Sign-on is enabled, the email information visible in PowerTeacher Gradebook will reflect both email addresses as set for each Parent account for each student as well as email addresses as set on the Parent student-level page accessible via **Select Student > Parent**.

## Parent Sign In

Prior to enabling Parent Single Sign-On, when the **Enable Parent Access** checkbox is not selected, a parent cannot sign in to the PowerSchool Parent Portal for that student. A message displays that reads " Invalid User Name or Password."

Once Parent Single Sign-On is enabled, and the **Enable Parent Access** checkbox is selected, the parent will be able to sign in to the PowerSchool Parent Portal as they may have other students for whom access is enabled. For any student for whom this access is not enabled, a message displays that reads "This information is not available for the current student at this time."

A parent must have a minimum of one pre-registered or enrolled student in order to sign in with his or her parent account. If no pre-registered or actively enrolled students are linked to a parent's account, a message displays that reads "You are unable to access your account at this time. Please contact your school directly for assistance."

If a parent attempts to sign into the PowerSchool Parent Portal with their previous login credentials after Parent Single Sign-On Security has been enabled,, a message displays that reads "Invalid User Name or Password!"

## Create Parent Account

A page named "Create Parent Account is available in the PowerSchool Parent Portal and is accessible via **Sign In page > Create Account**. This link is visible only if Parent Single Sign-On is enabled.

This page allows parents to establish their own parent account. The first section on the page, "Create Parent Account," is the information necessary to establish the parent's account. All fields in this section are required, and include the following:

- **First Name**
- **Last Name**
- **Email** (must be unique)
- **Desired User Name** (must be unique)
- **Password**
- **Re-enter Password**

The second section on the page, "Link Students to Account," requires that the information for at least one student be provided, and includes the following:

- **Student Name**
- **Access ID**
- **Access Password**
- **Relationship**

Parents may enter the information for up to seven students when initially establishing their account. If they need to add additional students they can do so after establishing the account by signing in and navigating to **Account Management > Students**.

Common data entry errors include not completing all fields, entering an email address or user name that is already associated to another account, or entering incorrect access IDs or passwords. When this occurs, parents will need to re-enter any information that was not entered correctly, and also re-enter any passwords for security reasons.

## Account Preferences

A page named "Account Preferences" is available in the PowerSchool Parent Portal and is accessible once the parent has signed in by clicking the **Account Preferences** icon in the top navigation menu. This page allows parents to manage their account information, including their name, user name, account password, and email address. Parents can also add additional students to their account, provided they have the access ID and access password for any student they wish to add.

## Email Preferences in the PowerSchool Parent Portal

The "Email Notifications" page available in the PowerSchool Parent Portal has been updated and is accessible once the parent has signed in by clicking the **Email Preferences** icon in

the top navigation menu. This page allows parents to customize their email preferences for each student associated to their account.

This is one way to encourage your parents to sign up for the new Parent account; they can set up email preferences per student and ensure that they continue receiving the email notifications via email.