

Cheshire Public Schools Parent Guide

Accessing Student Information - Getting Started

Cheshire PowerSchool Parent Portal Site: <https://cheshirect.powerschool.com>

What is Single Sign On?

In PowerSchool 7, you are able to create a single “parent” account, and then provide the information to link each of your students’ information to your parent account.

How do I get started?

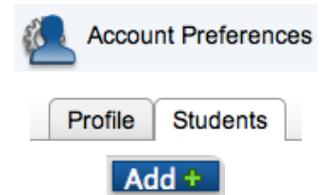
I ALREADY HAVE AN EXISTING POWERSCHOOL PARENT ACCOUNT - PLEASE READ HERE

If you created an account last year and you have no new students to the district, then you are set to use PowerSchool for this year. Log on to PowerSchool at <https://cheshirect.powerschool.com> and enter your username and password. Your student’s information will be updated to reflect their new grade and if applicable, school.

If you have already have an existing PowerSchool account, but forgot your username and/or password, then refer to the **USERNAME AND PASSWORD issues** section on the last page of this guide.

I ALREADY HAVE AN EXISTING POWERSCHOOL ACCOUNT, BUT NEED TO ADD ANOTHER CHILD - PLEASE READ HERE

If you created an account last year, please log into PowerSchool at <https://cheshirect.powerschool.com> and enter your username and password. Then click on the **Account Preferences** button. Follow the instructions below:



Step 1: Click on the **Students** tab. A list of your students will appear in the list.

Step 2: Click on the Add+ button to add a new student to your list.

Step 3: Enter the student’s name, Access ID, Access Password, and your relationship to the student. This information can be found in the access code letter sent from your student’s school. Click the **Submit** button when completed. Your child will now be added to the list of students.

A screenshot of the 'Add Student' form. The form has a title bar that says 'Add Student' with a close button (X) on the right. Below the title bar is a table with four columns: 'Student Name', 'Access ID', 'Access Password', and 'Relationship'. Each column has a corresponding input field. The 'Relationship' field is a dropdown menu with '-- Choose' selected. At the bottom left of the form is a help icon (a question mark in a circle). At the bottom right are two buttons: 'Cancel' and 'Submit'.

Repeat these steps for all students that you wish to add.

Note: If you have not received your child’s access code letter, please contact your student’s school.

I HAVE NEVER CREATED A POWERSCHOOL PARENT ACCOUNT I NEED TO CREATE A NEW POWERSCHOOL PARENT ACCOUNT - PLEASE READ HERE

Before your proceed:

- You will receive a separate access code and password letter for each of your students. If you have not received your student's access letter, or if the sign on process is unclear, please don't hesitate to contact your student's school.
- If you have already created an account, but need to add your child to your existing account, please see the previous section.
- Each parent/guardian can have their own individual account. Each parent/guardian should follow the steps below to create their own account.

Creating a PowerSchool Account:

Step 1: To begin, go to <https://cheshirect.powerschool.com>. Click on the "Create Account" button.

The image shows a screenshot of the PowerSchool website's parent sign-in and account creation interface. On the left, the 'Parent Sign In' section includes fields for 'Username' and 'Password', a 'Sign In' button, and a link for 'Having trouble signing in?'. Below this is the 'Create an Account' section, which contains a 'Create Account' button. A red arrow points to this button with the text 'click here to create a new account'. On the right, a 'Login' section displays a message: 'Congratulations! Your new Parent/Guardian Account has been created. Enter your Username and Password to start using your new account.' It includes fields for 'User Name' and 'Password', a 'Submit' button, and a link for 'Having trouble logging in?'. At the bottom of the right-hand page, there is a footer for PEARSON with copyright information and the website URL www.PearsonSchoolSystems.com.

PROCEED TO STEP 2 ON NEXT PAGE

STEP 2: Complete the Create Parent Account Screen. (see screen capture below)

1. Enter your first name, last name and email address.
2. Create a desired user name. The Username **cannot contain the following special characters * & . @ < >**
3. Create a password for the account. The password must be **at least 6 characters long**. Re-enter the password for confirmation
4. Complete the **Link Students to Account**. Enter your child's name, Access ID, Access Password and relationship for each child on your account. This information can be found on a separate letter sent from your child's school. If you have not received this letter, please contact the school.
5. Click the **Enter** button when you are finished. If all your information is correct, and the username is available, you'll be greeted with the screen shown to the right. Your new account should be permanent and last as long as your children are enrolled in the district. If there is an error, please read the comments, correct the information, and press the **Enter** button again.

PowerSchool

Create Parent Account

First Name

Last Name

Email

Desired Username

Password

Re-enter Password

Please avoid creating user names that contain * & . - @ , < >

Passwords must be at least 6 characters long

Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

Student Name	Access ID	Access Password	Relationship
1. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
2. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
3. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
4. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
5. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
6. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾
7. <input type="text"/>	<input type="text"/>	<input type="text"/>	-- Choose ▾

Enter

Create Parent Account Screen

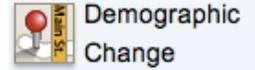
If you need further assistance, your school's office staff can help you get up and running.

Cheshire Public Schools

Updating your demographic information through PowerSchool

Once you have created your PowerSchool Parent Portal account, you will be able to update our PowerSchool records with your current demographic information. You may update demographic information at any time during the year.

To begin, log on to PowerSchool at <https://cheshirect.powerschool.com>. Please log in with the account and password that you created.



After you have logged in, click on the Demographic Change button on your toolbar.

You will see this screen:

Demographic Update

	On file with the school	Please make your updates
Name (last,first MI)		If you make changes, please use the suggested formats.
Student Residence Address		<input type="text"/>
Student Mailing Address		<input type="text"/>
Home Phone		<input type="text"/> 000-000-0000
CODE RED PHONE NUMBERS		Telephone Numbers to receive Automated Emergency Message Alerts
PRIMARY CODE RED PHONE		<input type="text"/> 000-000-0000
ALTERNATE CODE RED PHONE		<input type="text"/> 000-000-0000
Contact #1 Info		<input type="text"/>
Relationship		<input type="text"/>
Custody		To change custody setting, please contact school
Address		<input type="text"/>
Home Phone		<input type="text"/> 000-000-0000
Cell Phone		<input type="text"/> 000-000-0000
Email Address		<input type="text"/>
Employer Name		<input type="text"/>
Employer Phone		<input type="text"/> 000-000-0000

The left column will show the data that is currently stored in our PowerSchool database. If you need to make changes to any field, please enter it in the right column.

If you make changes, please use the suggested formats.

Code Red Numbers

Code Red is our automated emergency message alert system. The phone numbers you enter in the Code Red boxes will be called so you can receive automated emergency message alerts. Please enter **2** code red telephone numbers.

Emergency Contact Information

In case of an emergency, please enter contact information other than the parent/guardian. You may enter up to 2 emergency contacts.

When you have finished making all of your changes, click the **Submit** button in the lower right hand corner of your screen.

If you have multiple children

Please click on your other children's name in the upper left hand corner and repeat these instructions.

PowerSchool

FREQUENTLY ASKED QUESTIONS

How do I get an access code letter for my child?

A separate access code letter was sent to all parents/guardians for each child. If you did not receive one, please contact your child's school. If you did not receive your child's access code letter, please call your child's school.

Do I need a separate access code letter for each of my children?

Yes, you will receive a unique access code letter for each child. If you did not receive a letter for one of your children, please contact your child's school.

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

Yes! Each child's has a separate access code and access password. Please refer to the beginning of this document about how to add all your children to your account.

My husband/wife and I are separated/divorced; can each guardian have a user name and password for our child's account?

Yes. PowerSchool allows each guardian to have their own account. Please refer to the beginning of the document on how to create an account.

Do I need a new user name 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 Cheshire Public Schools.

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.

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. Refresh the page and try to login again. How to refresh the page differs for each browser. Searching Google for "refresh page Firefox" or "refresh page Safari" (replace Safari and Firefox for your browser) may help for instructions.

When I go to the login page, the password fills in with dots all the way across. Why?

The computer is remembering the password but not giving clues to how long it is. Apparently, someone clicked "yes" to remember the password and PowerSchool Parent Portal does not like it. You must clear passwords for your browser. How to clear passwords differs for each browser. Searching Google for "clear passwords Firefox" or "clear passwords Safari" (replace Safari and Firefox for your browser) may help for instructions.

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.

Can I access the PowerSchool Parent Portal from anywhere?

Yes, you can access the PowerSchool Parent Portal from any device with Internet access. The URL is <https://cheshirect.powerschool.com>. This includes mobile devices such as iPhone, iPad, and Android devices.

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

Almost any device with an Internet connection can access PowerSchool Parent Portal. Since PowerSchool uses HTML5, It is recommended that you use an up to date Internet browser. You may also view PowerSchool on your iPhone, iPad, or Android devices.

PowerSchool

USER NAME AND PASSWORD ISSUES

Before contacting your child's school, please read the section below about common user name and password issues.

I forgot my username and/or password.

If you forgot your username and/or password, click on the "Having Trouble Signing in?" link below the username and password boxes. A screen will appear to assist you in retrieving your username and password.

Parent Sign In

Username

Password

[Having trouble signing in?](#)

Recover Account Sign In Information

To recover your account sign in information, provide the information below.

Forgot Password? Forgot Username?

Username

Email Address

If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with sign in, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.

When I create an account, PowerSchool doesn't accept my username choice.

The username **cannot contain the following special characters * & . @ < >**

Also, the username must be unique and cannot be used by any other user in the system including other parents, students, teachers, staff, and admin accounts.

When I create an account, PowerSchool doesn't accept my password choice.

Passwords must be a minimum of 6 characters in length.

When I create an account, PowerSchool says that my email address is already in use.

Only one account can be associated per email address. If you or someone else in your family has already created a PowerSchool Parent Portal Account with that email address, you must use an alternate email address. If you do not remember your account information associated with that email address, please see above **HELP! I forgot my username and/or password!**

How do I change my password, username, or email address in my account?

To change your password, log in to the PowerSchool Parent Portal. Then click on the **Account Preferences** button. On **General** tab, you can change your email address, password, and username. You will receive an error if:

- your email address is already registered to another existing PowerSchool account
- your username contains the special characters * & . @ < >
- your username is already being used by someone else in PowerSchool
- your password does not meet the minimum 6 character requirement

