

# Recover Your Password

If you have forgotten your PowerSchool Student and Parent portal password, you will be unable to sign in to the PowerSchool Student and Parent portal. Use this procedure to recover your password. Once you provide your user name and email address, the system authenticates your information and sends a security token to your email address. Using the security token, you can then sign in to the PowerSchool Student and Parent portal, where you will then be required to change your password.

**Note:** The security token is only valid for 30 minutes. If it expires before you can reset your password, perform the Recover Your Password again.

1. Open your Web browser to your school's PowerSchool Student and Parent portal URL. The Student and Parent Sign In page appears.

**Note:** If the Parent and Student Sign In page does not automatically appear, click the **Sign In** tab.

2. Click **Forgot Username or Password?** The Recover Account Sign In Information page appears.
3. Click the **Forgot Password?** tab, if needed.
4. Use the following table to enter information in the fields:

Field	Description
Username	Enter your username.
Email Address	Enter your email address.

5. Click **Enter**. A confirmation message appears indicating an email has been sent to you with instructions for resetting your password.
6. Once you have received the email, open the email.
7. Click the link in the email. The Recover Password page appears.
8. Use the following table to enter information in the fields:

Field	Description
Username	Enter your username.
New Password	Enter a new password. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements. <b>Note:</b> It is important to select a new password that you will remember. If you forget it, you cannot sign in to the PowerSchool Student and Parent portal without help from your PowerSchool administrator. It is not recommended that you write down your password because an unauthorized user could find it and gain access to PowerSchool. Try to commit your password to memory.
Confirm New Password	Enter your new password again exactly as you entered it in the above field.



9. Click **Enter**. The start page appears.

