

Update Account Information

Use this procedure change the name, e-mail address, username or password associated with your parent account.

1. On the start page, click **Account Preferences** from the navigation menu. The Account Preferences – Profile page appears.
2. Click the **Profile** tab, if needed.
3. On the Profile tab, use the following table to enter information in the fields:

Note: The **Cancel** and **Save** buttons appear shaded until information is entered.

Field	Description
First Name	Your first name appears.
Last Name	Your last name appears.
Recovery Email	Enter your email address.
Select Language	Use the pop-up menu to choose the language in which you want view email and notifications sent from PowerSchool.
Username	Click the Pencil icon and then enter the user name you would like to use when signing in to the PowerSchool Student and Parent portal in the New Username field. Note: This field appears as read-only if Unified Classroom is enabled.
Current Password	Click the Pencil icon and then enter: <ol style="list-style-type: none">a. Enter your PowerSchool Student and Parent portal password in the Current Password field.b. Enter your new PowerSchool Student and Parent portal password in the New Password field. If your school has established password complexity rules, password requirements will display. Enter your password based upon these requirements.c. Re-enter your new PowerSchool Student and Parent portal password in the Confirm Password field.

4. Click **Save**. A confirmation message appears indicating your account is updated. Additionally, an account changes confirmation email is sent to your email address.

Note: If one of the following messages appears, re-enter your password accordingly:

- o Current password is not correct.

Note: There are only a certain number of times you may enter an incorrect password before being locked out. If you become locked out, contact your school directly for assistance.



- New password must be at least [number] characters long.
- New password must contain at least one uppercase and one lowercase letter.
- New password must contain at least one letter and one number.
- New password must contain at least one special character.
- The verification password you enter must match the new password.
- The password entered was previously used. Please enter a new password.

The next time you sign in to the PowerSchool Student and Parent portal, use your new password.

Note: If you change your email address, the account changes confirmation email is sent to both the old and new email addresses.

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