

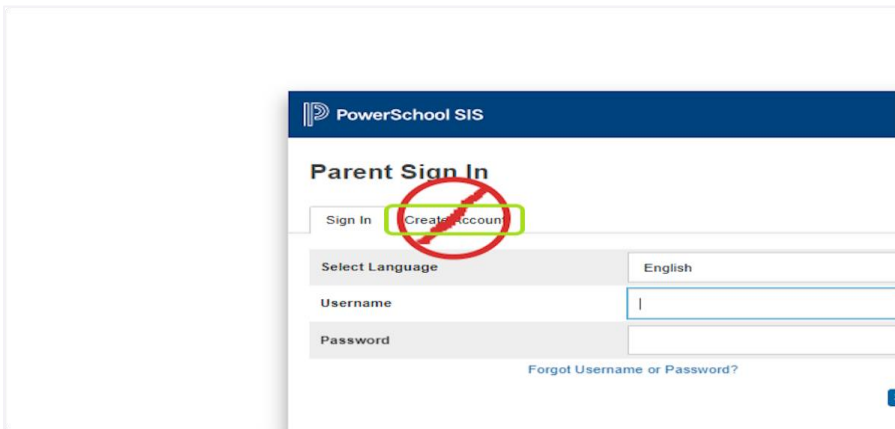
PowerSchool - Recovering Parent Account Login Information

IMPORTANT: You **CANNOT** use the App to recover your username/password. You must use a browser (Chrome, Safari, Edge, etc.)

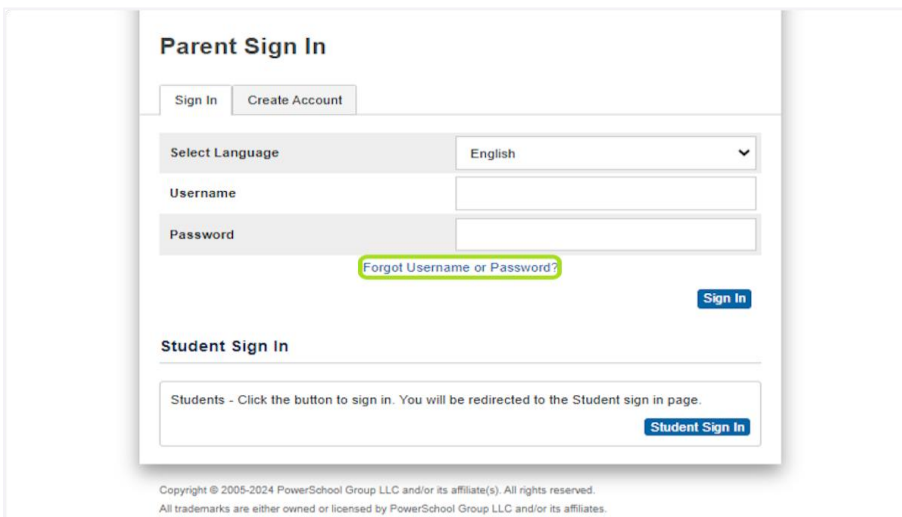
Creation Date: March 25, 2024

Link to Parent Sign In

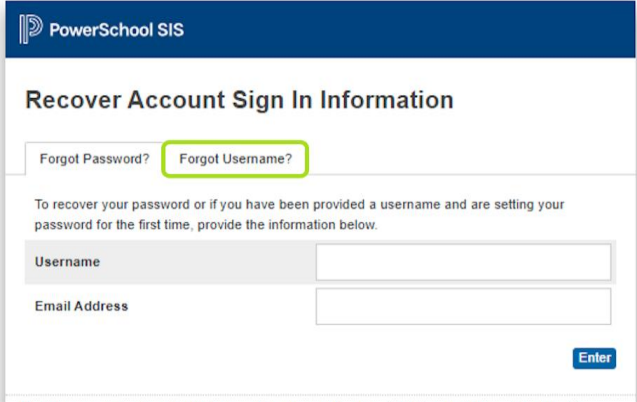
1. **DO NOT** create an account. Email techsupport@southfayette.org if you do not know if you have an account or if you do not know the email associated with your parent account. Please include your student(s) name(s) and grade(s) to help tech support locate your account



2. On the 'Sign In' tab, Click on Forgot Username or Password?



3. If you do not know your username, Click the 'Forgot Username ?' tab



PowerSchool SIS

Recover Account Sign In Information

Forgot Password? **Forgot Username?**

To recover your password or if you have been provided a username and are setting your password for the first time, provide the information below.

Username

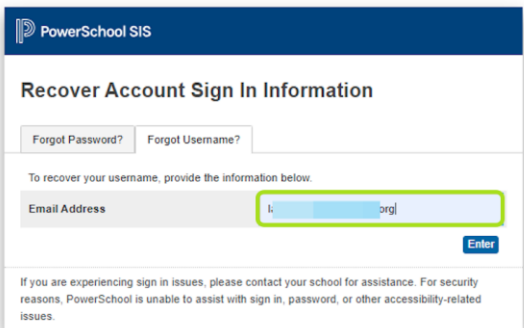
Email Address

Enter

If you are experiencing sign in issues, please contact your school for assistance. For security

4. Type your email and click enter.

If you do not know the associated email address, email techsupport@southfayette.org. Please include your student(s) name(s) and grade(s).



PowerSchool SIS

Recover Account Sign In Information

Forgot Password? **Forgot Username?**

To recover your username, provide the information below.

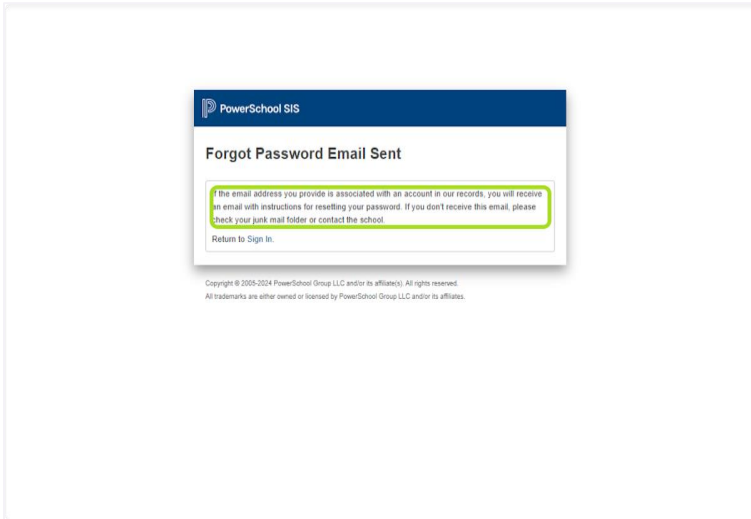
Email Address

Enter

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

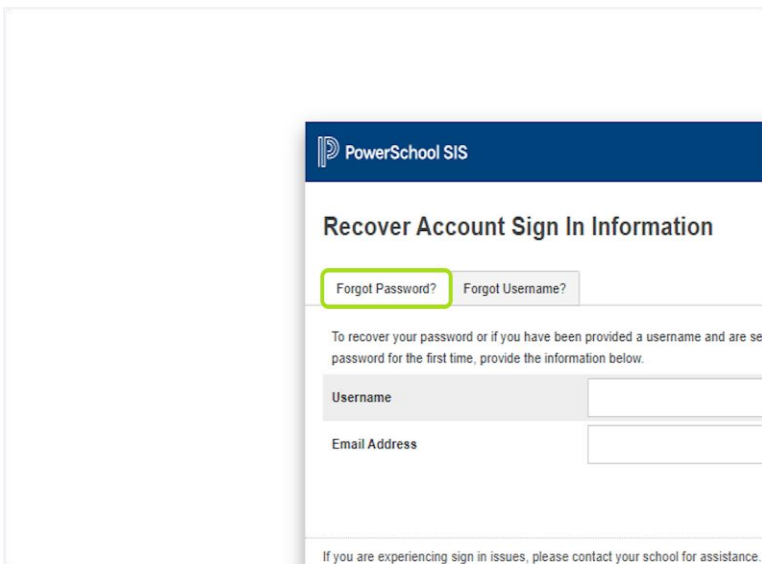
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5. If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.



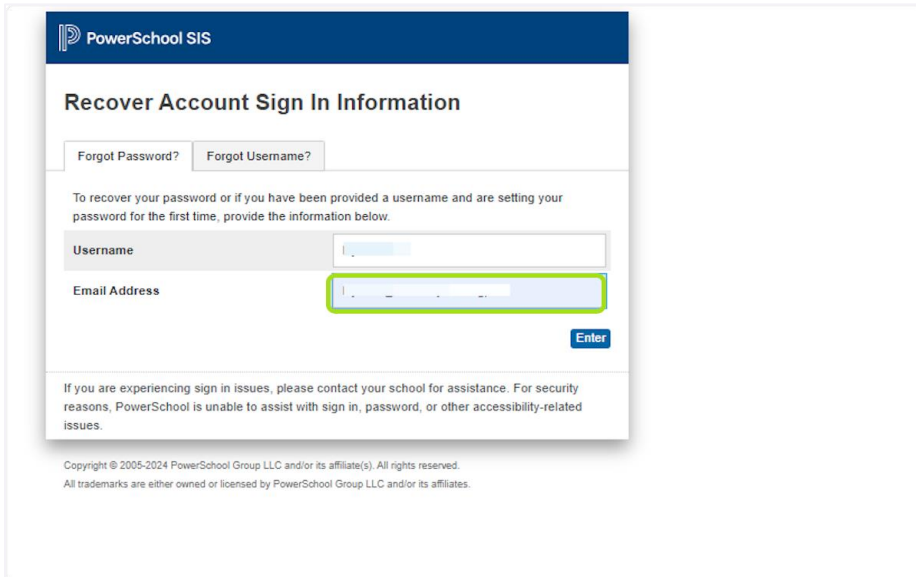
6. If you know your username but forgot the password, Click the 'Forgot Password?' tab.

If you do not know the associated email address, email techsupport@southfayette.org. Please include your student(s) name(s) and grade(s).



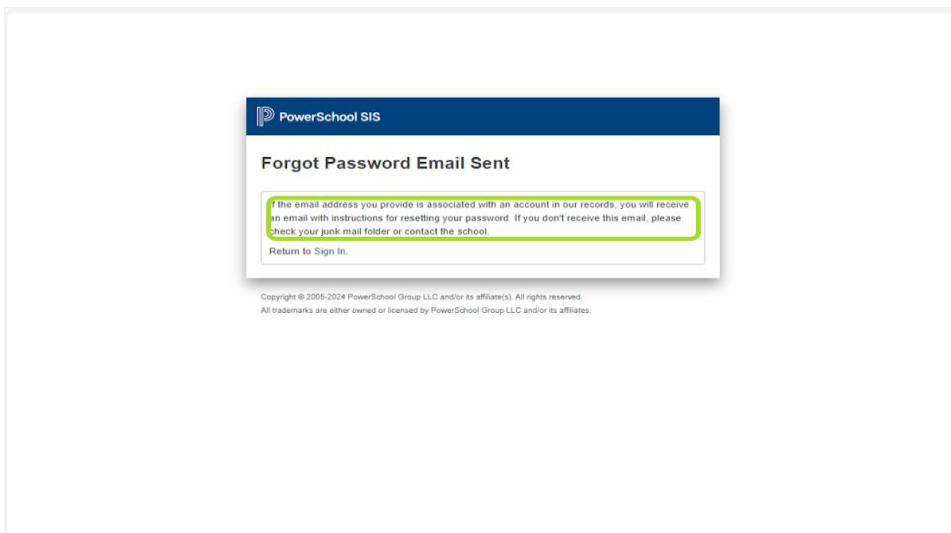
7. Enter your username and email address, then click Enter.

If you do not know the associated email address, email techsupport@southfayette.org. Please include your student(s) name(s) and grade(s).



The screenshot shows the PowerSchool SIS 'Recover Account Sign In Information' page. At the top, there are two tabs: 'Forgot Password?' and 'Forgot Username?'. Below the tabs, a message states: 'To recover your password or if you have been provided a username and are setting your password for the first time, provide the information below.' There are two input fields: 'Username' and 'Email Address'. The 'Email Address' field is highlighted with a green border. Below the fields is a blue 'Enter' button. At the bottom, there is a disclaimer: 'If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.' and a copyright notice: 'Copyright © 2005-2024 PowerSchool Group LLC and/or its affiliate(s). All rights reserved. All trademarks are either owned or licensed by PowerSchool Group LLC and/or its affiliates.'

8. If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.



The screenshot shows the PowerSchool SIS 'Forgot Password Email Sent' confirmation page. The title is 'Forgot Password Email Sent'. Below the title, a message states: 'If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.' Below the message is a 'Return to Sign In' link. At the bottom, there is a disclaimer: 'Copyright © 2005-2024 PowerSchool Group LLC and/or its affiliate(s). All rights reserved. All trademarks are either owned or licensed by PowerSchool Group LLC and/or its affiliates.'

Follow the prompts in the email you receive from PowerSchool to reset your password. If you do not receive an email, email techsupport@southfayette.org. Please include your student(s) name(s) and grade(s).