How does one get a PowerSchool Parent Portal user name and password?

A letter with this information was recently mailed out or given to all parents/guardians at the beginning of the school year. If you did not receive one, please contact the school.

Do I need a separate login for each of my children?

NO, you will receive a unique ID/Key for each child. You will use the unique ID/Key to add them your "Single Login" account. You will need it one time only.

Are PowerSchool user names and passwords case sensitive?

YES.

How many times can I login incorrectly?

If you try to sign in three times incorrectly, you will be locked out of the PowerSchool Parent Portal.

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. In Internet Explorer, make sure pages are set to update "always" (under Tools-->Internet Options.) If that doesn't work, empty your cache by following the steps listed in the next question.

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. Follow the steps below to clear the password:
- Open Internet Explorer
- Click on Tools-->Internet Options
- Under Browsing history, click on Delete
- Select Passwords and Form data and delete both.

Access

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. Salmon River Schools reserve the right to lock parents/guardians out of the portal for reasons explained during the Teacher/Parent meeting. One example, non-payment of fees.

Is this system secure?

Yes, the system requires an individual user name and password for each child. In addition, the PowerSchool Parent Portal has SSL encryption. The user name and password must be kept confidential by parents.

How do I access the PowerSchool Parent Portal?

You may access the PowerSchool Parent Portal from any computer with an Internet connection by launching the web browser and first going to https://jsd243.powerschool.com/public/ or simply going to the Salmon River Schools website and selecting the Parent Portal icon on the homepage. You will be directed to the PowerSchool Parent Portal login screen, where you will type in your user name and password.

Who may access the PowerSchool Parent Portal?

Parent(s)/guardian(s) who have a user name and password may access the PowerSchool Parent Portal. Only one user name and password will be issued per parent/guardian.

Can I access the PowerSchool Parent Portal from anywhere?

Yes, you can access the PowerSchool Parent Portal from any computer with Internet access.

I have multiple children who attend Salmon River Schools. Can I have access to all their accounts under just one user name and password?

Yes. See instructions on the website under the Parents Tab.

My husband/wife and I are separated/divorced; can we get another parent user name and password for our child's account?

With the Single Login system, simply create an account under a different email address and enter each student's login Username/Key.

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 Salmon River Schools.

What if I do not have a computer at home or do not have access to the Internet?

The public library has computers that you can use to access the PowerSchool Parent Portal.

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

Almost any computer with an Internet connection can access PowerSchool Parent Portal. It is recommended that you use a newer Internet browser.

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.

General

What is PowerSchool?

PowerSchool is the student information system that the Salmon River Schools use to manage information such as grades, attendance, demographics, courses, etc. Since PowerSchool is web-based, some of this information can easily, but safely be shared with parents and students.

What is the PowerSchool Parent Portal?

The PowerSchool Parent Portal is a feature of the PowerSchool Student Information System that provides parents/guardians immediate access to grades, attendance records and demographic information.

Do I have to use the PowerSchool Parent Portal?

Yes, it is the preferred way to keep the student demographics up to date. This includes changes in address, phone numbers, etc... The PowerSchool Parent Portal is designed to give parents access to information that may be important to them in an easy to access, consolidated format.

Whom should I contact if I have a question?

Grades for class assignments during the current semester: Talk with your child first. If you still have questions, you may call your child's teacher or email him/her. *General attendance questions* should be directed first with your child and next to the Salmon River Schools Attendance Office.

Can other people see my son's/daughter's grades?

No. As long as you protect your user name and password, others will not be able to see your child's information.

What do I do if I forgot my login information or I feel my account has been compromised?

To obtain a new password, simply go to the Parent Portal page and select "Having trouble logging in?" and recover your account information.

Can I change my password?

No, PowerSchool does not allow for the ability to change your password. Please record it and keep it somewhere safe so you have it when you need it (wallet, purse, day planner). If you lose your password, please contact your school's registrar.

Can I print what I see?

Yes, use the print icon at the bottom of most pages.

Do I need to logout of PowerSchool Parent Portal?

Yes, when you are finished, please logout or shutdown your computer. This way no one will be able to access your child's private information.

Expectations

How often can we expect grades to be updated?

It is different for individual teachers, classes and subjects. Report card grades are stored two weeks after report cards are distributed.

How often can we expect attendance to be updated?

Attendance is updated daily. Excused absences may take a few extra days to be updated (changed from "unexcused") depending on the number of absences, promptness of the parent excuse note and/or day of the week.

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