

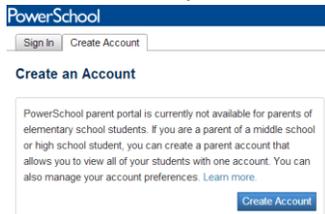
PowerSchool Parent Portal FAQ

- What is the URL for PowerSchool Parent Portal?

<https://sis.henrico.k12.va.us/public>

- How does a parent get a Portal account?

Parents are responsible for creating their own Portal account through the Create Account tab.



- What if a parent already has a Portal account?

For those parents with existing Portal accounts for older children, no need to create a new account. Multiple children may be added to the existing Portal account through the Account Preferences-Students feature.

- What if a parent has trouble creating a Portal account?

Step-by-step instructions for creating Portal accounts can be found in your school's Parent Portal brochure.

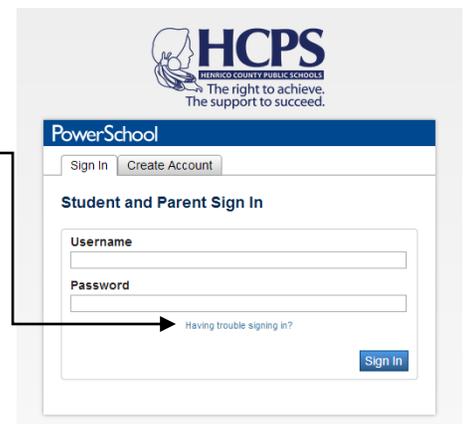
- Parents must choose a unique Portal username when creating their account. Parents will also create their own Portal account password, which must be 7 characters long and contain one uppercase letter, one lowercase letter, one number, and one special character (such as ! or #).
- When entering their student's name, parents should enter both first and last (no middle) with a space in between.
- When entering their student's birthdate, parents should enter first initial (lower case), middle initial (lower case), last initial (lower case) and birthday (Example: John A. Doe-Williams with birthday of June 2, 2002 would be entered jad20020602).
- For hyphenated last names, the initial of the **first** surname should be used in the birthdate sequence (see example).

- What if a parent forgets their Parent Portal password?

Should a parent contact you because he or she has forgotten his or her Portal account username or password, you should direct them to click on the **Having trouble signing in?** link located on the Portal login page. This is a self-help feature to assist a user with recovering a forgotten username or password.

- What if a parent has more than one child in grades 2-12?

PowerSchool Portal will allow parents with more than one child to access all of their children at one time with one login and password. Each parent can also have his or her own Portal account. So, Mom can have separate account from Dad, if desired.



- What is the district code for the Portal App?

Parents may download the PowerSchool Portal App from the App Store or Google Play for free. They will need a 4-digit district code to access HCPS PowerSchool, which is **MXZM**.

- Where can parents find online support resources?

<http://henricoschools.us/powerschool/>
<http://blogs.henrico.k12.va.us/it/parents/>