**PowerSchool FAQ**

**Q: How do I log into PowerSchool? How can I find my account information?**

**A:** Contact Mrs. Lockett at [llockett@colbertk12.org](mailto:llockett@colbertk12.org) for access information and instructions. You will need to get the following information from her to access your student’s account:

* Link to Parent or Student Portal
* Access ID for the student(s)

To log in for the first time:

1. **Access the Parent Portal.** Cherokee High School has a unique link for parents and students to access their portals. You can navigate to this link by going to our school website at <https://www.colbertk12.org/chs>

You will select Students and Parents from the menu bar and then choose the PowerSchool Portal option. This will take you to your login page.

1. **Create an Account.** Once in the Parent or Student Portal, you will need to create an account. Be sure to store your username and password in a secure manner.
2. **Add your students.** Use the Access ID for each of your students to link them to your account.

Once you have created an account:

1. Visit the Parent Portal
2. Enter your username and password

**Q: What is the PowerSchool Student Portal?**

**A:** The student portal is an online portal accessible anywhere on the web that students can log in to and see their grades, assignments, scores, attendance, schedules, school bulletin, and more. Students at CHS access their portal through ClassLink, our single sign on service.

**Q: What is the PowerSchool Parent Portal?**

**A:** The parent portal is an online portal accessible anywhere on the web that parents can log in to and see all of their children in one place, their grades, assignments, scores, attendance, schedules, and school bulletins for each school your children attend. If you have one student in middle school and one in high school, parents will see bulletins for both the middle school and high school.

**Q: How do I reset my password?**

**A:**  Parents who need account assistance can reach out to Mrs. Lockett to help with user names or passwords.

**Q: How can I add a second student to my parent account?**

**A:** If you have more than one student attending the same school, or if you were advised to use the same District Code or web address, you can add these students to your account through the web portal.

To add a student via the web portal:

1. After signing in to the web portal, click Account Preferences on the left menu
2. Under Account Preferences, click on the Students tab
3. Now click on the Add + button and follow the necessary steps

If your students are accessed through different District Codes or websites, you will need to sign out and then back in to view each student, as the District Code is a part of your credentials and assists the app in determining which server to reach out to when verifying your username and password.

**Q: How can I change the email address for my parent account?**

**A:** This can be changed through your school’s web portal.

1. After signing in to the web portal, click Account Preferences on the left menu
2. Select the Profile tab
3. Change email entered on this page and click Submit

Note: Your district may have disabled the setup screen. If so, please contact your school administrator directly.

**Q: When I try to look at a particular feature, such as GPA, I’m seeing a message stating the feature is “disabled.” How can I fix this?**

**A:** Features such as GPA, assignment grades, and schedule are configured on a school-by-school basis by your school district’s PowerSchool administrators.

If you believe a feature may have been disabled or left disabled unintentionally, reach out to your district and let them know. Your school district’s PowerSchool administrators can contact support directly if further assistance is needed to make changes.

**Q: What is the PowerSchool Mobile App and how do I download it?**

**A:** The PowerSchool Mobile App gives parents and students instant access to information they need to stay up-to-date on student grades, performance, and attendance.

* Receive real-time push notifications with updates about grades, scores, attendance, assignments, teacher comments, daily bulletins, schedules, and fee transactions
* Access all of your children in one portal
* View grades, assignments, attendance, GPA, and more
* View announcements from schools
* Designed for iPhones/iOS, tablets, and Google/Android devices

Download the app from the [Apple App Store](https://itunes.apple.com/us/app/powerschool-mobile/id973741088?mt=8) or [Google Play for Android](https://play.google.com/store/apps/details?id=com.powerschool.portal&hl=en) devices.

**Q: How do I use the PowerSchool Mobile App?**

**A:** Watch our quick video on how to use the PowerSchool app. Find out how to check grades, add students, and more.

[WATCH VIDEO](https://youtu.be/gc9gfTScnUI)

**Q: When I try to sign in on the app I’m getting the error “Invalid Username or Password.” How can I resolve this?**

**A:** First, log into your school’s website. While you are there, double-check the district code.

If you are able to log into the website, but not the app, this may be due to a capitalization error. The website is not case sensitive in the username field, but the app is. If your school supports resetting your password via the website, you can check your username in a similar fashion. You can also check with your school to determine the correct capitalization.

To request your exact username:

1. Navigate to your school’s web portal
2. Click the link Forgot Username or Password?
3. Click on the Forgot Username? tab
4. Enter email address, and click Enter
5. You should receive an email from your school with the correct capitalization of your username.