

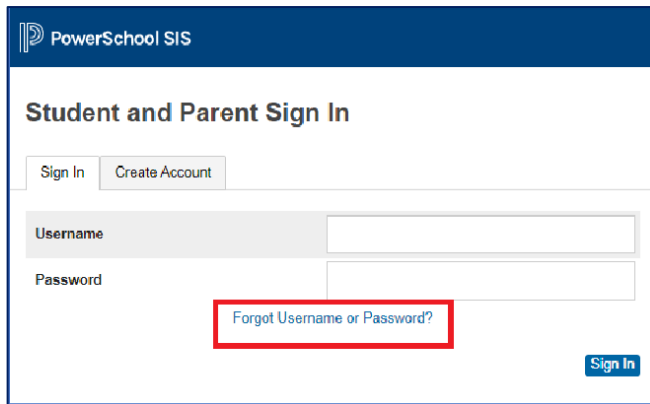
## PowerSchool Parent Portal: Resetting Your Username or Password

If you cannot remember the username and/or password for the PowerSchool Parent Account, follow the steps below.

Navigate to <https://pske.ohconnect.org/public/>. \*Please note that this **must be done** on a **computer or Chromebook**; these actions **cannot be completed** on a **mobile phone**.

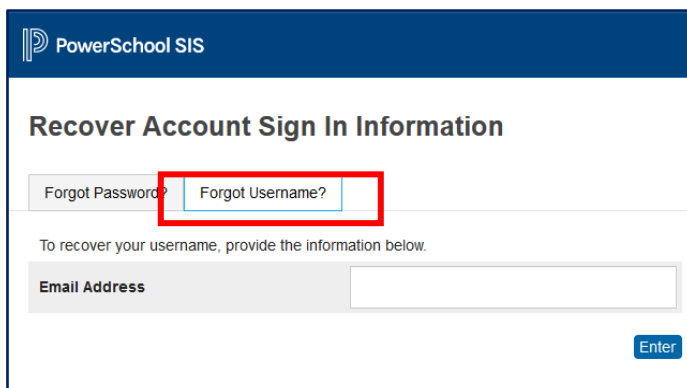
### Recover PowerSchool Parent Account Username

1. Click the “Forgot Username or Password” link at the bottom of the Sign In Page



The screenshot shows the PowerSchool SIS login page. At the top is the PowerSchool SIS logo. Below it is the heading "Student and Parent Sign In". There are two tabs: "Sign In" and "Create Account". Below the tabs are input fields for "Username" and "Password". At the bottom of the form, there is a link that says "Forgot Username or Password?". This link is highlighted with a red rectangular box. To the right of the link is a "Sign In" button.

2. Click the “Forgot Username?” tab and enter the email address associated with your PowerSchool Parent account in the email box.

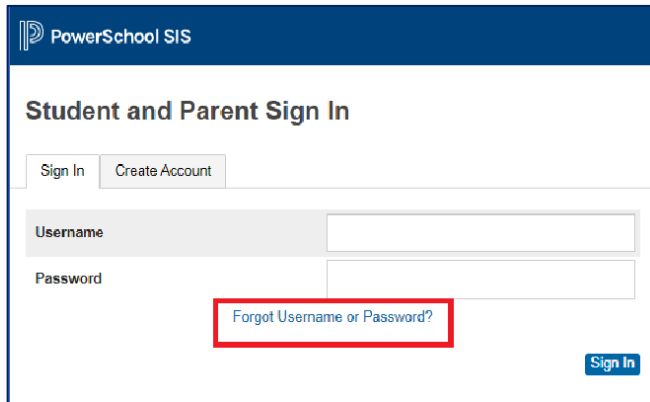


The screenshot shows the "Recover Account Sign In Information" page. At the top is the PowerSchool SIS logo. Below it is the heading "Recover Account Sign In Information". There are two tabs: "Forgot Password?" and "Forgot Username?". The "Forgot Username?" tab is highlighted with a red rectangular box. Below the tabs, there is a text prompt: "To recover your username, provide the information below." Below this prompt is an input field for "Email Address". At the bottom right of the form is an "Enter" button.

An email will be sent to that address with your PowerSchool Parent Account Username.

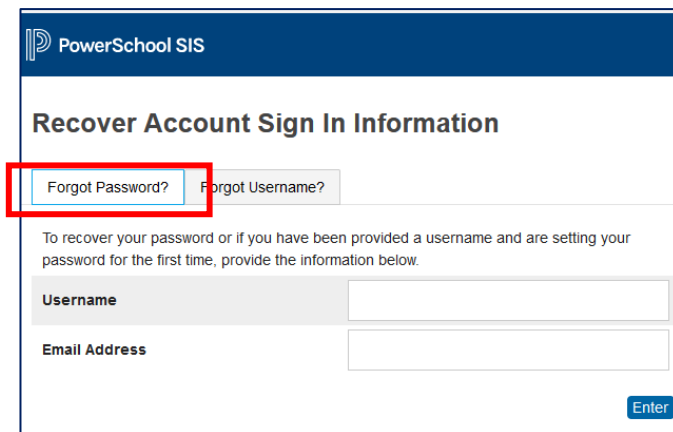
## Recover PowerSchool Parent Account Password

1. Click the “Forgot Username or Password” link at the bottom of the Sign in Page.



The screenshot shows the PowerSchool SIS login interface. At the top is the PowerSchool SIS logo. Below it is the heading "Student and Parent Sign In". There are two tabs: "Sign In" (active) and "Create Account". Below the tabs are input fields for "Username" and "Password". At the bottom of the form, there is a link "Forgot Username or Password?" which is highlighted with a red rectangular box. A "Sign In" button is located at the bottom right of the form.

2. Click the “Forgot Password?” tab and enter the email address associated with your PowerSchool Parent account in the corresponding boxes.



The screenshot shows the PowerSchool SIS "Recover Account Sign In Information" page. At the top is the PowerSchool SIS logo. Below it is the heading "Recover Account Sign In Information". There are two tabs: "Forgot Password?" (active and highlighted with a red box) and "Forgot Username?". Below the tabs, there is a paragraph of text: "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." Below this text are input fields for "Username" and "Email Address". An "Enter" button is located at the bottom right of the form.

An email will be sent to that address with a link to reset your password.