PowerSchool Parent Portal
Single Sign-On FAQs

Question 1: What is the Parent Portal Single Sign-On?

Answer: Instead of having a separate login for each of your students, Parent Portal Single Sign-On allows you to access all of your students' information with one login.

Question 2: Is Parent Portal available for all students?

Answer: No. It is only available for Grades 3-12.

Question 3: If I already created a personalized Single-Sign On last year, do I have to recreate another one this year?

Answer: No. The account you created will remain active as long as your student attends Warren Consolidated Schools.

Question 5: If my student is new to the district or I never created my Single Sign-On account last year, where do I get started?

Answer: You will need to start by obtaining the Access ID and Password for your student. Proceed to the answer for Question #7 for directions.

Question 6: I only have one student, do I still need to use the Single Sign-on login?

Answer: Yes. When creating the new account, you will only enter the Access ID/Password for that one student.

Question 7: I have never been on Parent Portal before, how do I get the Access ID and Password needed to create an account?
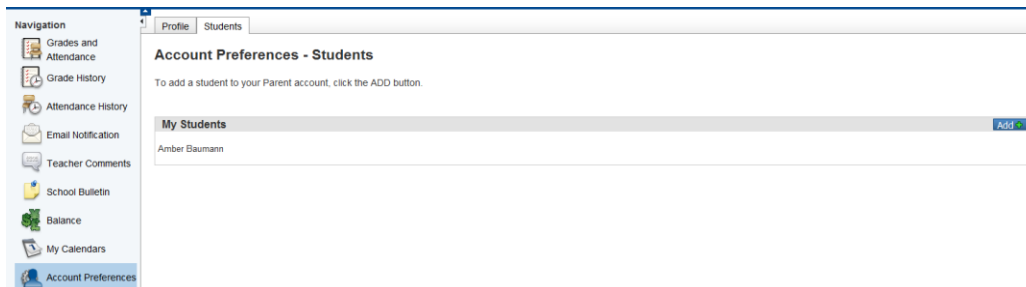
Answer:

- Letter to Parent: You may receive a letter from your child(s) school which contains the Access ID and Password needed to create the account.

- Contact your child's school: You will need to request the Access ID and Password for your student(s).

- Contact the WCS IT Help desk (586.825.2400 ext. 11111). You will need to request the Access ID and Password for your student(s).

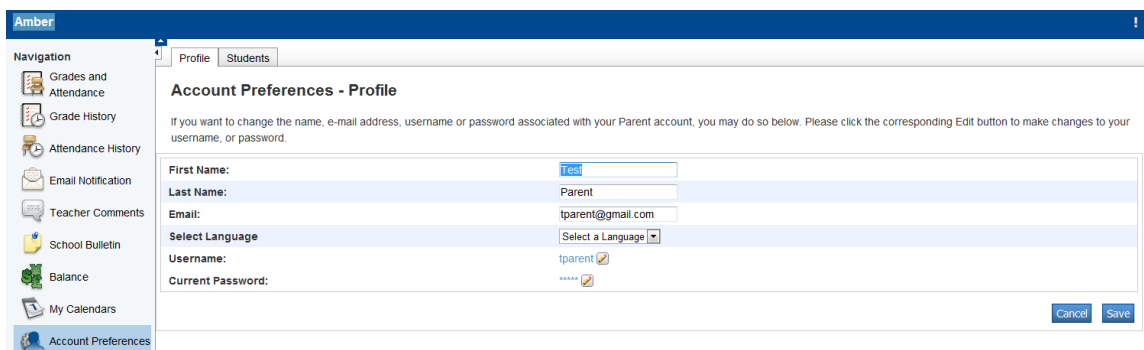 NOTE: The Access ID and Password are case sensitive. All letters must be capitalized

Q*uestion 8: How do I add additional students to my account****?***

Answer: When you initially create your Single Sign-On, you can enter as many students as you have. If, in the future, you need to add a student, there is an option under Account Preferences to link additional students to the account.
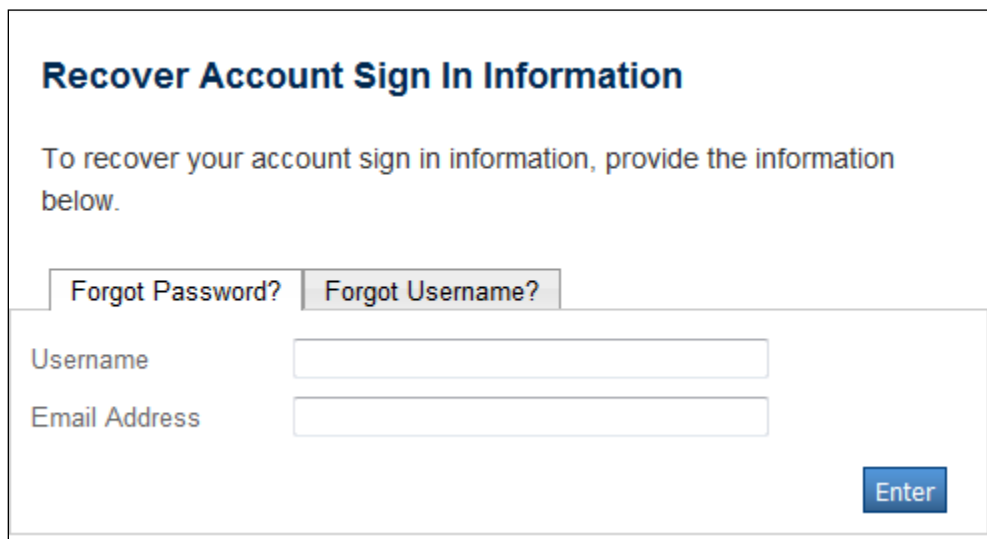

Question 9: Can I change my password?

Answer: Yes, you can change your password at any time. Choose the Account Preferences option.

Question 10: What do I do if I forget my Parent Portal username or password?

Answer: On the Parent Portal login screen, click on the link *Having Trouble Signing In?* You have the option to retrieve your username or password. It will send the password to the email you have registered to the account.

Recover Account Sign In Information

To recover your account sign in information, provide the information below.

Forgot Password?	Forgot Username?

Username

Email Address

Enter

Question 11: Who do I contact if I have any questions?

Answer: First, contact your student's school. If necessary, they will transfer you to the WCS IT Help Desk for further assistance.

Question 12: Can students access the Parent Portal, too?

Answer: Secondary students can access the Student Portal. This is similar to the Parent Portal with a few exceptions. They access the portal using the same login credentials they use at school.   At this time, elementary students cannot access the student portal.