Parent Single Sign-On Quick Reference Guide

Parent Single Sign-On offers a number of benefits, including access to multiple students with one login, a personalized account for each parent and guardian, and the ability for parents/guardians to retrieve their own login information. Parent Single Sign-On changes the way in which parents/guardians access their students' academic records using the PowerSchool Parent Portal. This Quick Reference Guide is designed to assist you through the process of enabling and setting up Parent Single Sign-On in PowerSchool.

What's New

Terminology

The names of the fields listed below were updated to more accurately represent their functionality. While the database field names remain the same, we recommend that you update the text of any letters or reports to reflect the new terminology.

- **Student Access, Allow** is now labeled **Enable Student Access**
- **Student Web ID** is now labeled **Student User Name**
- **Student Web PW** is now labeled **Student Password**
- **Guardian Access, Allow** is now labeled **Enable Parent/Guardian Access**
- **Guardian Web ID** is now labeled **Access ID**
- **Guardian Web PW** is now labeled **Access Password**

Enabling Parent Single Sign-On

By default, Parent Single Sign-On is NOT enabled. Before you enable Parent Single Sign-On, you will want to familiarize yourself with the changes and communicate the changes to your staff and parents/guardians.

In PowerSchool, you will see changes related to Parent Single Sign-On in PowerSchool, allowing you and your staff time to prepare for Parent Single Sign-On.

In the PowerSchool Parent Portal, no changes are in effect until you enable Parent Single Sign-On. The Access ID and Access Password will continue to function as the Guardian Web ID and Guardian Password, respectively, until Parent Single Sign-on is enabled. Once Parent Single Sign-on is enabled, the Access ID and Access Password will then serve as the credentials parents/guardians will need to enter when creating or adding students to their accounts.

To enable Parent Single Sign-On, navigate to **System > System Settings > Security**, select the **Enable Parent Single Sign-On Security** checkbox, and then submit.

System Configuration

Tomcat must be configured and running for Parent Single Sign-On to function. If your district is already using PowerTeacher Gradebook, ReportWorks, PowerTeacher Administrator (PT Admin), or PowerSchool System Administrator, then Tomcat is already

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running. If your district is not currently using PowerTeacher Gradebook, ReportWorks, PowerTeacher Administrator (PT Admin), or PowerSchool System Administrator, it is likely that Tomcat is either not running or not configured properly for Parent Single Sign-On Security to function. To configure Tomcat, please refer to the *Installation Guide for PowerSchool 6.2.x* available on **PowerSource**.

Access Accounts

A new student-level page named "Access Accounts" is available in PowerSchool and is accessible via **Start Page > Select Student > Access Accounts**. This page places all of the functions related to accessing students' academic information via the PowerSchool Parent Portal into a central location for ease of use. To provide visibility to this page, modify the security privileges for all groups requiring access to the functionality on this page, navigate to **System > Security > Groups > Group Name**, select the **Access Accounts** checkbox in the **Accessible Student Screens** section, and then submit.

Access Accounts includes the following fields and functions that were previously accessible via the Modify Info student page:

- **Enable Student Access** previously labeled **Student Access, Allow**
- **Student User Name** previously labeled **Student Web ID**
- **Student Password** previously labeled **Student Web PW**
- **Enable Parent/Guardian Access** previously labeled **Guardian Access, Allow**
- **Access ID** previously labeled **Guardian Web ID**
- **Access Password** previously labeled **Guardian Web PW**
- Auto-assign IDs and Passwords - This function auto-assigns the Student User Name, Student Password, Access ID, and Access Password in accordance with the settings established in the Assign IDs & Passwords special function (**Special Functions > Assign IDs & Passwords**)
- If enabled for students, LDAP functionality is also accessible via the Access Accounts page

Search Parents/Guardians

A new page named "Search Parents/Guardians" is available in PowerSchool and is accessible **Start Page > Search Parent/Guardian**. This page allows you to search for parent/guardian accounts, including searching by first name, last name, email address, or you can browse by the first letter of the last name. This search function finds only the parent/guardian accounts that have been created either by parents/guardians using the **Create Account** function in the PowerSchool Parent Portal or by the PowerSchool Administrator using the **New Parent/Guardian Account** function in PowerSchool. This search will not find parent/guardian information that exists in the Student table or parents/guardian that have accessed the PowerSchool Parent Portal using the Guardian Web ID and Password before enabling Parent Single Sign-On.

New Parent/Guardian Account

A new page named "New Parent/Guardian Account" is available in PowerSchool and is accessible via **Start Page > Search Parents/Guardians > New Parent/Guardian**

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Entry. This page allows you to establish a parent/guardian account. All fields on this page are required, and include the following:

- **First Name**
- **Last Name**
- **Email** (must be unique)
- **User Name** (must be unique)
- **Password**
- **Re-enter Password**

Once the parent/guardian account is established, you can then add one or more students to the account. To add a student, click the **Add** icon and search on the student's last name. For each student you wish to add, indicate the relationship of the parent/guardian to the student, select the **Add** checkbox, and then click the **Add** button.

Account Change Notifications

Email notifications are sent to the primary email address associated to a parent/guardian account when either the PowerSchool Administrator or the parent/guardian makes changes to the parent/guardian account, including the following:

- Add a student
- Remove a student
- Change first or last name
- Change user name
- Change password
- Change email address – notification sent to both the old and new email address

Note: Email notifications for account changes are sent only if Parent Single Sign-On is enabled. This allows you to set up accounts on behalf of parents/guardians if you choose to do so prior to enabling Parent Single Sign-On without inundating parents/guardians with email messages.

Email Preferences in PowerSchool

Previously, Email Preferences were maintained at the student-level and shared by all parents/guardians who had access to a given student account. With Parent Single Sign-On, email preferences are maintained per parent/guardian per student, and are accessible via the following areas:

- The centralized Parent/Guardian module
- The Access Accounts student-level page

Email Notifications in the PowerSchool Parent Portal

Prior to enabling Parent Single Sign-On, the email notifications, including the summary of grades and attendance, detailed assignment scores, detailed attendance report, school announcements, and balance alerts will continue to be sent in accordance with the email

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preferences as set on the Parent/Guardian student-level page accessible via **Select Student > Parent/Guardian**.

Once Parent Single Sign-on is enabled, the email notifications will be sent in accordance with the email preferences as set for each Parent/Guardian account for each student.

Email Information in PowerTeacher Gradebook

Prior to enabling Parent Single Sign-On, the email information visible in PowerTeacher Gradebook will continue to reflect the email addresses as set on the Parent/Guardian student-level page accessible via **Select Student > Parent/Guardian**.

Once Parent Single Sign-on is enabled, the email information visible in PowerTeacher Gradebook will reflect both email addresses as set for each Parent/Guardian account for each student as well as email addresses as set on the Parent/Guardian student-level page accessible via **Select Student > Parent/Guardian**.

Parent/Guardian Login

Prior to enabling Parent Single Sign-On, when the **Enable Parent/Guardian Access** checkbox (previously labeled **Guardian Access, Allow**) is not selected, a parent/guardian cannot log in to the PowerSchool Parent Portal for that student. A message displays that reads " Invalid User Name or Password."

Once Parent Single Sign-On is enabled, and the **Enable Parent/Guardian Access** checkbox (previously labeled **Guardian Access, Allow**) is not selected, the parent/guardian will be able to login to the PowerSchool Parent Portal as they may have other students for whom access is enabled. For any student for whom this access is not enabled, a message displays that reads "This information is not available for the current student at this time."

A parent/guardian must have a minimum of one pre-registered or enrolled student in order to login with his or her parent/guardian account. If no pre-registered or actively enrolled students are linked to a parent/guardian's account, a message displays that reads "You are unable to access your account at this time. Please contact your school directly for assistance."

If a parent/guardian attempts to log into the PowerSchool Parent Portal after Parent Single Sign-On Security has been enabled using the Guardian ID and password, a message displays that reads "Invalid User Name or Password!"

Create Parent/Guardian Account

A new page named "Create Parent/Guardian Account is available in the PowerSchool Parent Portal and is accessible via **Login page > Create Account**. This link is visible only if Parent Single Sign-On is enabled.

This page allows parents/guardians to establish their own parent/guardian account. The first section on the page, "Create Parent/Guardian Account," is the information necessary to establish the parent/guardian's account. All fields in this section are required, and include the following:

- **First Name**
- **Last Name**

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- **Email** (must be unique)
- **Desired User Name** (must be unique)
- **Password**
- **Re-enter Password**

The second section on the page, "Link Students to Account," requires that the information for at least one student be provided, and includes the following:

- **Student Name**
- **Access ID** (previously labeled Guardian Web ID)
- **Access Password** (previously labeled Guardian Web Password)
- **Relationship**

Parents/guardians may enter the information for up to seven students when initially establishing their account. If they need to add additional students they can do so after establishing the account by logging in and navigating to **Account Management > Students**.

Common data entry errors include not completing all fields, entering an email address or user name that is already associated to another account, or entering incorrect access IDs or passwords. When this occurs, parents/guardians will need to re-enter any information that was not entered correctly, and also re-enter any passwords for security reasons.

Account Preferences

A new page named "Account Preferences" is available in the PowerSchool Parent Portal and is accessible once the parent/guardian has logged in by clicking the **Account Preferences** icon in the top navigation menu. This page allows parents/guardians to manage their account information, including their name, user name, account password, and email address. Parents/guardians can also add additional students to their account, provided they have the access ID and access password for any student they wish to add.

Email Preferences in the PowerSchool Parent Portal

The "Email Notifications" page available in the PowerSchool Parent Portal has been updated and is accessible once the parent/guardian has logged in by clicking the **Email Preferences** icon in the top navigation menu. This page allows parents/guardians to customize their email preferences for each student associated to their account.

This is one way to encourage your parents/guardians to sign up for the new Parent account; they can set up email preferences per student and ensure that they continue receiving the email notifications via email.

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