



New Parent Portal Request Procedures -- Quick Reference Guide

This document provides step-by-step procedures on how the parents can get access into the new ASDOE Parent Portal. This procedure will also guide the School Administrators on how to assist parents/legal guardianship on the steps to take to access the Student/Parent portal to view their child's academic progress. This document also provides procedures on how to reset your password, see page 7.



Stop: Before a parent can setup their PowerSchool Parent Account, they must have an email account. If you do not have an email account. You must first setup your email account before continuing.

Parents requesting Access to the New Parent Portal:

Option 1: Through the School: Recommended option for Parent to follow:

1. A Parent can request for a Parent Portal access with the school counselors or the school admin, in person, via email or by phone call. The school officials (Principal, Vice Principal or Counselor) will need to verify the identity of the parent/legal guardian before printing the Web ID and Password Letter and the Parent Portal Access – Quick Reference Guide. The parent will provide the school officials with their information and their child information. This information includes parents first and last name, email address, their child's name, grade level and school name.
 - a. **Very Important:** If the parent does not have an email address, the school will advise the parent to create an email address to enable them to get access to the new parent Portal web-portal.
2. Once the school official has the required information from the Parents; She/He will complete the parent/legal guardian identity verification process. Also, update the Demographics and Contact information of the students based on the parents' information provided.
3. The School Officials will email the IDS Office with the required information and confirm the completion of the parent identification verification process for a new requested parent Portal account.
4. When the IDS Office receives the email from the school officials, the IDS Office staff will generate the **Web ID and Password Letter** for the requested student. The IDS Office will email the generated Web ID and Password Letter to the School counselor and school admin to be printed and ready for the distribution to the parents.
5. **Once the school receives a copy of the letter, they will notify the parent to pick up the Web ID and Password access information (letter).**
6. The parent will receive from the school a copy of the Web ID and Password Letter and a copy of the **Parent Portal Access - Quick Reference Guide**. This is required to complete the parent portal request.



Option 2: Through the IDS Office:

1. A parent can request for a Parent Portal account through the IDS Office by email or phone call. The IDS Office will note the parents information, student information for confirmation.
2. The IDS Office will email the School Officials (Counselor, Principal or Vice Principal) to verify the identity of the parent who is requesting for a Parent Portal account. In the email, it will state the name of the parent making the request, the name of the school, Grade Level and school name.
3. Once the IDS Office receives confirmation from the school (a simple reply is sufficient for this part of the process), the account is activated.
7. The IDS Office will generate the student **Web ID and Password Letter in the system. A copy of the Web ID and Password Letter for distribution.**
8. **Once the school receives a copy of the letter, they will notify the parent to pick up their access information (letter).**
9. The parent will receive from the school a copy of the **Web ID and Password Letter** and a copy of the **Parent Portal Access - Quick Reference Guide.**

Parent Access from the Old Parent Portal System:

For the parents who had old access (username & password) from the old **Parent Portal System**;

1. The IDS Office will confirm the number of PC requests per school from the old system user list.
2. The IDS Office will generate the **Web ID and Password Letters based on the number of requests tied to a parent request to your school.**
3. A copy of the **Web ID and Password Letters will be emailed to the School Counselor/Admin for distribution.**
4. The school officials will conduct the Parent/Legal Guardian identity verification process, before the distribution of the letter to the parent.
5. The school will contact/notify the parent to schedule pick up date and time for the Parent Portal access information.
6. The parent will receive from the school a copy of the **Web ID and Password Letter** and a copy of the **Parent Portal Access - Quick Reference Guide.**

Accessing the New Parent Portal:

1. A parent opens an internet browser window and enters the following URL web address, <https://ps.doe.as/public>. Press “Enter” after entering the URL web address. The Student and Parent Sign In page appears.
 - a. On the Sign in Page, click the **Create Account** tab.



PowerSchool SIS

Student and Parent Sign In

Sign In **Create Account**

Username

Password

[Forgot Username or Password?](#)

Sign In

- b. On the Create an Account page, click **Create Account**

PowerSchool SIS

Student and Parent Sign In

Sign In **Create Account**

Create an Account

Create a parent account that allows you to view all of your students with one account. You can also manage your account preferences. [Learn more.](#)

Create Account

The Create Parent Account page appears.

- c. On the Create Parent Account page, enter the Parent's following information:
- First Name
 - Last Name
 - Email
 - Desired Username (for the Parent Portal) – Create your own username & password
 - Password (for the Parent Portal)



By entering/creating the Parent's username and password this will be the username and password the parent will use to log into the Parent portal after the account has been setup. Passwords must be 8 characters long, must contain at least one uppercase and one lowercase letter, must contain at least one letter and one number, and must contain at least one special character.

PowerSchool SIS

Create Parent Account

Parent Account Details

First Name

Last Name

Email

Re-enter Email

Desired Username

Password

Re-enter Password

Password must:

- Be at least 8 characters long
- Contain at least one uppercase and one lowercase letter
- Contain at least one letter and one number
- Contain at least one special character

d. Link (Add) Students to Parent Account.



To add your children to your account, scroll down the page to “Links Student to Account” and enter the Student Name, Access ID, Access Password and Relationship for each child that you will add to your account. The Access ID and Access Password is on the letter you received from the ASDOE IDS Office, distributed by the ES & HS School Admin. They will be the ones to verify who are the real parents.



Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

1

Student Name

Access ID

Access Password

Relationship

-- Choose

2

Student Name

Access ID

Access Password

Relationship

-- Choose

- e. Scroll to the bottom of the page, click **Enter**. Your Account is now set up.
- f. Make sure you **choose your relationship status for your child**.
- g. You will receive an email title: **PowerSchool Account Email Verification on your email**, please click on the link to verify your account.



Once you have successfully setup your Parent Account you will then be able to log into your account and review your child's progress.

2. You will now sign into the Parent Portal.
 - a. Open an internet browser window and enter the following URL web address, <https://ps.doe.as/public> and press **Enter**. The Student and Parent Sign In page appears.



The image shows the PowerSchool SIS 'Student and Parent Sign In' form. It has a dark blue header with the PowerSchool SIS logo. Below the header, there are two tabs: 'Sign In' (selected) and 'Create Account'. The 'Sign In' section contains a 'Username' field with a red circle 'b' next to it, a 'Password' field, and a 'Forgot Username or Password?' link. At the bottom right, there is a red circle 'c' next to a blue 'Sign In' button.

- b. Enter your Username and Password
- c. Click **Sign In** The Parent Portal opens.

The image shows the PowerSchool SIS 'Grades and Attendance' page. The page has a dark blue header with the PowerSchool SIS logo and a 'Welcome, [User Name]' message. On the left, there is a 'Navigation' sidebar with icons for Grades and Attendance, Grade History, Standards Based Report Card, Course Based Report Card, Student Transcript, Attendance History, Email Notification, Teacher Comments, School Bulletin, Class Registration, My Schedule, School Information, and Account Preferences. The main content area is titled 'Grades and Attendance:' and has two tabs: 'Grades and Attendance' (selected) and 'Standards Grades'. Below the tabs, there is a table titled 'Attendance By Class' with columns for Exp, Last Week (M, T, W, H, F), This Week (M, T, W, H, F), Course, Q1, Q2, S1, Q3, Q4, S2, Absences, and Tardies. The table shows 'Attendance Totals' with 0 Absences and 0 Tardies. Below this, there is a section titled 'Show dropped classes also' with a table titled 'Attendance By Day' with columns for Last Week (M, T, W, H, F), This Week (M, T, W, H, F), Absences (Q4, YTD), and Tardies (Q4, YTD). The table shows 'Attendance Totals' with 0 Absences and 0 Tardies. At the bottom, there is a 'Legend' section with 'Attendance Codes: Blank=Present | AU=Absent Unexcused | TU=Tardy Unexcused | AE=Absent Excused | TE=Tardy Excused | M=Medical | OC=Off Campus | FT=Field Trip | IS=In-School Suspension | S=Suspension | PA=Pre-Approved Absent | JD=Juvenile Detention |'.



Resetting/Changing Your Password

If you forget your Password, follow the steps below to change your password.

1. Click **Forgot Username or Password**

The screenshot shows the PowerSchool SIS login interface. At the top is the PowerSchool SIS logo. Below it is the title 'Student and Parent Sign In'. There are two tabs: 'Sign In' and 'Create Account'. Below the tabs are input fields for 'Username' and 'Password'. A red arrow points to a link labeled 'Forgot Username or Password?' located below the password field. A 'Sign In' button is at the bottom right.

2. On the Recover Account Sign In Information enter the following:
 - a. Parent Username
 - b. Parent Email Address
 - c. Click Enter

The screenshot shows the 'Recover Account Sign In Information' page. At the top is the PowerSchool SIS logo. Below it is the title 'Recover Account Sign In Information'. There are two tabs: 'Forgot Password?' and 'Forgot Username?'. Below the tabs is a paragraph of text: 'Parents, 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. Students need to contact the school directly.' Below this text are two input fields: 'Parent Username' and 'Parent Email Address'. Red circles with letters 'a' and 'b' are placed next to these fields. At the bottom right is a red circle with the letter 'c' next to an 'Enter' button. At the bottom of the page is a disclaimer: 'If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.'



PowerSchool SIS

Recover Account Sign In Information

Forgot Password? Forgot Username?

Parents, 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. Students need to contact the school directly.

Parent Username a

Parent Email Address b

c

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

For any questions or need assistance, please contact:

Integrated Data Services (IDS) Office

Email: asdoe.ids@doe.as

Telephone: (684) 699-2097 or 699-2098