

# PowerSchool

## FREQUENTLY ASKED QUESTIONS

### **How do I get an access code letter for my child?**

A separate access code letter was sent to all parents/guardians for each child. If you did not receive one, please contact your child's school. If you did not receive your child's access code letter, please call your child's school.

### **Do I need a separate access code letter for each of my children?**

Yes, you will receive a unique access code letter for each child. If you did not receive a letter for one of your children, please contact your child's school.

### **I have multiple children in the district. Can I have access to all their accounts under just one user name and password?**

Yes! Each child's has a separate access code and access password. Please refer to the beginning of this document about how to add all your children to your account.

### **My husband/wife and I are separated/divorced; can each guardian have a user name and password for our child's account?**

Yes. PowerSchool allows each guardian to have their own account. Please refer to the beginning of the document on how to create an account.

### **Do I need a new user name and password each year if my child is returning?**

No, all login information will remain active as long as your child is a student at Colchester Public Schools.

### **What happens to my access to the PowerSchool Parent Portal once my child leaves the district?**

Access is automatically disabled if the student transfers or graduates.

### **I try to login to the site, but I keep getting an error message "login has expired" or "cannot access site". What is wrong?**

All browsers are not created equal, and some refuse to give up what they have in their cache. Refresh the page and try to login again. How to refresh the page differs for each browser. Searching Google for "refresh page Firefox" or "refresh page Safari" (replace Safari and Firefox for your browser) may help for instructions.

### **When I go to the login page, the password fills in with dots all the way across. Why?**

The computer is remembering the password but not giving clues to how long it is. Apparently, someone clicked "yes" to remember the password and PowerSchool Parent Portal does not like it. You must clear passwords for your browser. How to clear passwords differs for each browser. Searching Google for "clear passwords Firefox" or "clear passwords Safari" (replace Safari and Firefox for your browser) may help for instructions.

### **When can I access the PowerSchool Parent Portal?**

The PowerSchool Parent Portal will be available to registered parent(s)/guardian(s) 24 hours a day, seven days a week. During the summer there are scheduled downtimes for maintenance/upgrade.

### **Can I access the PowerSchool Parent Portal from anywhere?**

Yes, you can access the PowerSchool Parent Portal from any device with Internet access. The URL is <http://Pschool.colchesterct.org:public>. This includes mobile devices such as iPhone, iPad, and Android devices.

### **What kind of computer equipment do I need to view PowerSchool Parent Portal?**

Almost any device with an Internet connection can access PowerSchool Parent Portal. Since PowerSchool uses HTML5, It is recommended that you use an up to date Internet browser. You may also view PowerSchool on your iPhone, iPad, or Android devices.