



Frequently Asked Questions

All parents/guardians of students in grades 1–12 will need to create a new Parent Portal account.

1. Who may access the PowerSchool Parent Portal?

Parents/guardians who have a username and password may access the PowerSchool Parent Portal.

2. How do parents and/or guardians get a PowerSchool Parent Portal user account?

On September 16th, the first contact listed in the student information system (SIS) received an email with your student's access password. An email was also sent to the second contact in the SIS if the relationship was mother, father, or legal guardian. This code, combined with your child's lunch/student ID number, will be needed to link a student to your Parent Portal account. If you did not receive an email notification, please contact the school.

3. I have multiple children in grades 1-12 who attend Anne Arundel County Public Schools. Can I have access to all their accounts under just one username and password?

Yes. Parents/guardians will receive an access password for each child. You will use this unique password along with the student's lunch/student ID number to add them to your account.

4. How do I access the PowerSchool Parent Portal?

You may access the PowerSchool Parent Portal from the AACPS website by selecting the Parent Portal icon on the homepage. Click on the PowerSchool Parent Portal Log In button.

5. Are PowerSchool usernames case sensitive? No.

6. Are PowerSchool passwords case sensitive? Yes.

7. How many times can I login incorrectly?

On the fourth unsuccessful attempt, users will be locked out of the Parent Portal. Click the "**Forgot Username or Password?**" hyperlink. If the email address you provided is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive an email, please check your junk mail folder or contact the school.

8. What if I do not have a computer at home or do not have access to the Internet?

The public library has computers you can use to access the PowerSchool Parent Portal.

9. 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.

10. Whom should I contact if I have a question?

For class assignments and grades, talk with your student first. If you still have questions, you should contact your student's teacher. General attendance questions should be first discussed with your student. If you still have questions, please contact your student's school.

11. Can other people see my son's/daughter's grades?

No. If you protect your username and password, others will not be able to see your student's information.

12. How often can we expect attendance to be updated?

Excused absences may take a few days to be updated.

13. Is there a Parent Portal Mobile App?

No, not currently.

Disclaimer: This system is provided as a convenience. Grades, attendance and other information provided by this system are not official records and may or may not be accurate due to human or technical error.

For official grades and student records, contact your student's school directly.