



Frequently Asked Questions

1. Who may access the PowerSchool Student/Parent Portal?

Parent(s) and legal guardians with children in grades 1 through 12 can request access to the PowerSchool Student/Parent Portal. All students in grades 6 through 12 have access using their AACPS network credentials.

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

Contact your child's school of attendance for your child's Access ID and Access Password. Use the Access ID and Access Password as displayed on the Parent Portal letter to create an account.

a. The **Access ID** is your child's AACPS lunch/student identification number and a lowercase letter **p** (the 6-digit code used when purchasing lunch or a student's computer username). **Example: 123456p**

b. The **Access Password** is case sensitive.

3. How do I create a PowerSchool Parent Portal account?

Using a newer web browser such as Google Chrome, Internet Explorer, Firefox and/or Safari from a computer, laptop or tablet, enter www.aacps.org into the search bar. Parents/guardians cannot create an account using their cell phone's web browser. Click [here](#) for step-by-step instructions for establishing a Parent Portal account.

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

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

5. Is the PowerSchool username case sensitive? No.

6. Is the PowerSchool password case sensitive? Yes.

7. 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/legal guardians will receive an Access ID/Password for each child. You will use this unique Access ID and Access Password to [link additional children](#) to your account.

8. Is there a Parent Portal Mobile App?

Yes. The Student/Parent Portal App is available on iOS (iPhone/iPad) or Android mobile devices. The **District code** is **LTDJ**. Click [here](#) for step-by-step instructions. The current version is 2.9.1(3). The mobile App is not supported by AACPS.

9. What does “Problem Syncing” error message mean on Parent Portal Mobile App?

The “Problem Syncing” message is due to a syncing issue with your mobile device and the school district's information system. The district has temporarily paused sending out new data. It is generally a temporary delay in data transmission. It should resolve itself quickly unless the system is down for maintenance. Check the [Parent Portal Homepage](#) for system alerts.

10. How many times can I login incorrectly?

On the 4th unsuccessful attempt, users will be locked out of the Parent Portal. Click the “**Forgot Username or Password?**” hyperlink. If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.

11. What happens to my access to the Parent Portal once my child leaves the district?

Access is automatically disabled if the student transfers or graduates.

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

Contact your school first. Class assignments and grades: Talk with your child first. If you still have questions, you should contact your child’s teacher. General attendance questions should be discussed first with your child and next with your child’s school. For official grades and student records, contact your child’s school directly. All other questions can be sent to parentportal@aacps.org.

13. 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 child's information.

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

Attendance is updated daily. Excused absences may take a few extra days to be updated (changed from "unexcused") depending on the number of absences, promptness of the parent excuse note and/or day of the week.

For detailed information, refer to the Parent User Guides in English and Spanish on the [Student/Parent Portal homepage](#).

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. The mobile app is not supported by AACPS.