

# Troubleshooting Parent Portal as Parent/Guardian

**This article will show a few things to do to troubleshoot your parent portal account before contacting the school.**

1. Make sure to use the username created, not your email address (your student name(s) is not your username).
2. Use the forgot username or password button. The PowerSchool app doesn't work best for this - use the internet.

**Tip: Search for email from PowerSchool in your email and check your spam folder.**

3. Sometimes the browser (especially Safari on iPhone) has issues. You can try accessing your account on a computer/chromebook or download Google Chrome on your iPhone.

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