Student ID#: _____

How to create a new PowerSchool Parent Portal account

*For best experience, **create** the account **using a browser**. Then, if you wish, you can use the PowerSchool App to view information.*
*The District ID for the PowerSchool App is: **MXZM***

1. Using a browser, go to: https://sis.henrico.k12.va.us/public
2. Click the **Create Account** tab.
3. Click the **Create Account** button.
4. Under **Create Parent Account**, enter your first name, last name and email address.
5. **Enter your desired username**. Each Parent Portal username must be different, so if the name you choose has already been taken, you will be prompted to enter a different one.

   Username cannot contain a space (Ex: john smith)

   Username Cannot contain a period (Ex: john.smith)

   **Username Cannot contain any of these special characters: @ & # % ~ ` é [ ] { } ; " ' < > / | **

6. **Enter your desired password**.
   - Must be at least eight characters.
   - Must contain at least one lowercase letter.
   - Must contain at least one uppercase letter.
   - Must contain at least one number.
   - Must contain at least one special character (The password cannot contain the **@** character.)
7. **Re-enter your password**.
8. Under **Link Students to Account**, enter the student's first and last name in the "Student Name" box. Be sure to leave a blank space between first and last names.
9. **Enter your child's 11-digit student number**. The student number can be found on multiple documents, such as report cards and student information records. Please contact the student's school if you do not have this information.
10. **Enter the student's first initial** (lowercase), **middle initial** (lowercase), **last initial** (lowercase), and **birthday** (yyyymmdd).

    Example: a student named John A. Public with birthday of August 13, 2015, would be entered **jap20150813**

    NOTE: If your child's name has **more than one** first, middle or last name, only enter the initial of the first part of that name.

    - **Ex**: Student has two first names and one middle name (Mary Ann Claire Jones). You will enter **mcj**, not **macj**.
    - **Ex**: Student has a hyphenated last name (Mary Claire Smith-Jones). Only enter **mcs**, not **mcsj**

11. **Repeat** steps 9-10 to add more students.
12. Click Enter.

Continue to next page for instructions to verify your account before use.

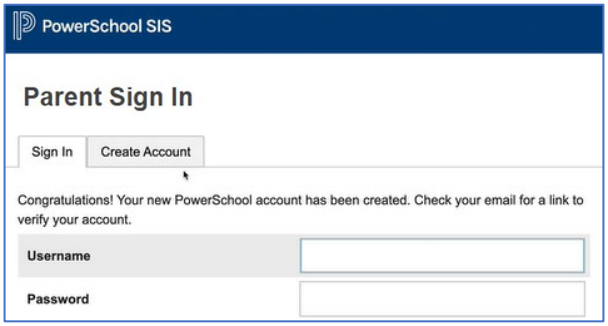
Student ID#: _____

When the Student and Parent Sign In screen appears, you will see a message that reads:

Congratulations! Your new PowerSchool account has been created. Check your email for a link to verify your account.
**Check Junk or Spam folder if you do not see email.*

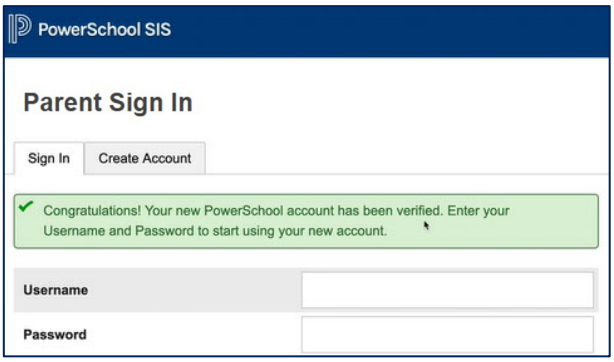
Your PowerSchool Portal account is **PENDING VERIFICATION** and you will need to **click on the link in the email** within **24 hours** of receiving the message.

This step must be done before you can access the PowerSchool Parent Portal.



Once the verification process is complete, the Sign in screen will have an updated message that reads:

Congratulations! Your new PowerSchool account has been verified. Enter your Username and Password to start using your new account.



NOTE: If you do use the PowerSchool App to view informaton, **the App does not display all menu icons**. If you do not see an icon that you need to access, log in using a browser.