

PowerSchool Parent Portal FAQs

1. How do I get a PowerSchool Parent Portal login and password?

- Parents/Legal Guardians will receive an email containing this information. If you do not receive this information, contact the office staff at your child's school.

2. When can I access the PowerSchool Parent Portal?

- The PowerSchool Parent Portal will be available as soon as receive your login information from your child's school.

3. Do I need a separate account for each of my children?

- No, you will have one account for all your children who attend OUESD. If you need assistance with adding a sibling to your existing account, contact the office staff at your child's school.

4. Are PowerSchool Parent Portal usernames and passwords case sensitive?

- Usernames are not case-sensitive on the website, however, they are case-sensitive in the mobile app.
- Passwords are case-sensitive and must be entered exactly as initially provided and once updated.

5. What happens on a failed login attempt?

- You will be locked out of your PowerSchool Parent Portal after three (3) failed attempts to log in. To regain access, you will need to contact the office staff at your child's school during school hours so they can unlock your account.

6. I can't recall my Parent Portal password; how do I change it?

- You may select "Forgot my password" on the login page or contact the office staff at your child's school.

7. When I try to log on to the Parent Portal, I get an error message stating "login has expired" or "cannot access the site". How can I fix this issue?

- a) Try clearing the browser's cache and cookies by following these instructions:
 - [Clearing Browser Cache and Cookies](#)
- b) Ensure you are using the correct username and password.
- c) If using the Mobile app:
 - Check for software updates.
 - Try deleting and reinstalling the app.

If these steps do not work, contact the office staff at your child's school for assistance.

8. Upon accessing the login page, the password field is filled in with dots. Why is this happening?

- You may have clicked “yes” when prompted by the browser to save your password. If you changed your password after the initial save, you will need to go to the password manager of the browser to remove or update the settings.

9. Is the Powerschool Parent Portal secure?

- PowerSchool uses SSL encryption to secure login credentials. It is important to use strong passwords with a combination of upper & lower case letters, numbers, and special characters. It is also important to never share your password with others.

10. How do I download and use the PowerSchool Mobile App?

- Download the app from:
 - Apple App Store (for iPhones/iOS tablets)
 - Google Play Store (for Android devices)
- Use the following District code to access the app during initial installation:
 - **MNFP**
- Additional Mobile App information:
 - Usernames & Passwords are case sensitive on the mobile app, but not on the website.
 - Profile updates, adding students, cannot be made via the mobile app.