



## SPS Parent Portal Account Setup

**Important Note:** this documentation assumes you have a Parent Portal Authorization Form in hand which includes an Access ID and Access Password (these are required for completion of step 3). If you do not have this authorization you must work with your students' school to complete the "acceptable use agreement", at which time the required ID and Password will be issued.

To begin using the Parent Portal, you will need to complete the following steps:

### **Step 1: Parent Portal Login Page**

Go to the SPS Homepage (<http://www.springfieldpublicschools.com>) and click on 'Parents' then the PowerSchool for Parents link.



### **Step 2: Create Your Account**

Click 'Create Account'. This one-time setup must be completed the first time you access Parent Portal.

PowerSchool

## Student and Parent Sign In

Sign In **Create Account**

### Create an Account

Create a parent account that allows you to view all of your students with one account. You can also manage your account preferences.  
[Learn more.](#)

**Create Account**

If you have already created an account, use the Login section to enter your user name and password, then click 'Sign In'. ([skip to step 5](#) )

### **Step 3: Enter Required Information**

Enter all required information

### Create Parent Account

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Desired Username	<input type="text"/>
Password	<input type="text"/> <input type="text"/>
Re-enter Password	<input type="text"/>
Password must: -Be at least 6 characters long	

### Link Students to Account

Enter the Access ID, Access Password, and Relationship for each student you wish to add to your Parent Account

1	Student Name	<input type="text"/>
	Access ID	<input type="text"/>
	Access Password	<input type="text"/>
	Relationship	-- Choose ▼

**Note:**

**Email:** enter the email address that you would like notifications/correspondence sent to.

**Desired User Name:** You will use this to sign in. (Must be case sensitive, no spaces, no email addresses, and no special characters) **Password:** must be at least six characters long (case sensitive)

#### Step 4: Link Student(s) to Account

*You can add all your SPS students to your single Parent Portal Account once you have obtained the Access ID and Password*

For each student, you must enter Student Name, Access ID and Access Password (these are provided to you by SPS and can be found on the Parent Portal Authorization Form), and you must select the appropriate relationship from the dropdown menu

**Note:** *Access ID and Access Password are case sensitive.*

Click 'Enter' after you have added all your students to your account.

### **Step 5: Sign In**

After you have successfully created your account, the following screens will display

Enter the username and password you created, and click 'Sign In' to access Parent Portal



PowerSchool

## Student and Parent Sign In

Sign In Create Account

Select Language  
English

Username

Password

[Forgot Username or Password?](#)

Sign In

### **Step 6: Navigate Parent Portal**

After you sign in, use the icons along the left side of the screen to view all available information.



View information for another student on your account by clicking on a different name from the top left menu



For detailed help on the Parent Portal, click the 'Help' link in the top right corner.



### **Step 7: Notifications**

To setup notifications, click the 'Email Notification' link on the left of the screen.



Check off any information you would like to receive notifications on, including grades, attendance, and assignments.

Select a frequency for the notifications by selecting an option from the 'How often' dropdown box.

You can check the box next to 'Apply these settings to all your students' if you would like to receive the same notifications for each of your students linked to your account.

Click 'Submit' when you have finished setting up your notification preferences.

**What information would you like to receive?**

- Summary of current grades and attendance
- Detail report showing assignment scores for each class.
- Detail report of attendance.
- School announcements.
- Balance Alert (Note: will only be sent when student is low on funds).

**How often?**

**Email Address** stefanellip@sps.springfield.ma.us

**Additional Email Addresses**   
(separate multiple email addresses with commas)

**Apply these settings to all your students?**

**Send now ?**

### **Step 8: Sign Out**

Click 'Sign Out' when you are finished working in Parent Portal.



### **Step 9: Reset Password**

Go to the SPS homepage ([www.sps.Springfield.ma.us](http://www.sps.Springfield.ma.us)) and click on "parents" then the PowerSchool for Parents link

Select "Forgot Username and Password?"

PowerSchool

## Student and Parent Sign In

Sign In Create Account

Select Language  
English

Username

Password

[Forgot Username or Password?](#)

Sign In

Enter username and the parent email on record Click  
"Enter"

The system will send an email with the username on record with a link for the user to return to the login page.

 PowerSchool

## Recover Account Sign In Information

Parents, to recover your password, provide the information below. Students need to contact the school directly.

**Parent Username** 

**Parent Email Address** 

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

Email text will resemble the example here.

**Note:** the link provided will only be functional for 30 minutes.

**Example email:**

You recently requested a new password.

To reset your password, visit the link below. This link is valid for only 30 minutes.

[https://sis.springfieldpublicschools.com:443/public/recover\\_password.html?t=tee3ISiwHoXUcDH8yqhS3T000051fe](https://sis.springfieldpublicschools.com:443/public/recover_password.html?t=tee3ISiwHoXUcDH8yqhS3T000051fe)

If clicking the link above does not work, copy and paste the web site address in a new browser window instead.

If you have forgotten your username, click the "Having Trouble Signing In?" link on the sign in page and follow steps for recovering your username.

Note: Replies to this message are not monitored or answered.

Select link

Enter User Name and New Password and Confirm

**Note:** you must pick a password which has not been used by you previously Select “Enter”

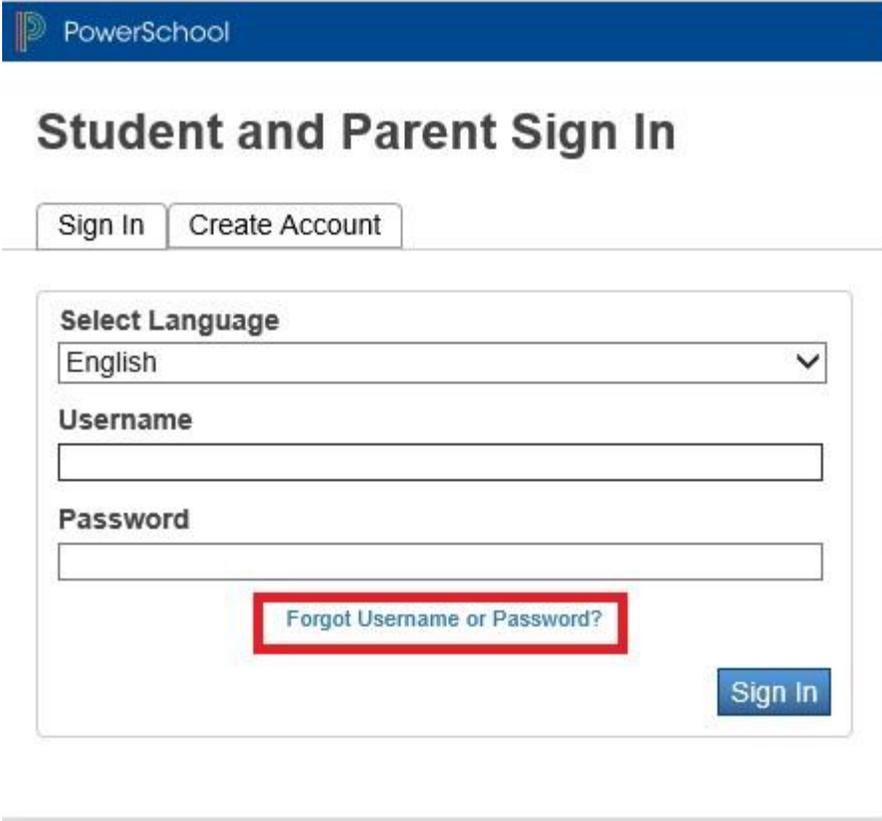


The screenshot shows the PowerSchool 'Recover Password' interface. At the top is a blue header with the PowerSchool logo. Below the header, the title 'Recover Password' is displayed. The instructions state: 'Enter your username and password.' and 'New password must: •Be at least 6 characters long'. There are three input fields: 'Username', 'New Password', and 'Confirm New Password'. A blue 'Enter' button is highlighted with a red border. At the bottom, a message reads: 'Once your password has been updated you will be signed in. Please remember your new password.'

**Step 10: Reset Username**

Go to the SPS homepage ([www.sps.Springfield.ma.us](http://www.sps.Springfield.ma.us)) and click on “parents” then the PowerSchool for Parents link

Select “Forgot Username or Password?”



The image shows a screenshot of the PowerSchool website's sign-in page. At the top left, there is a blue header with the PowerSchool logo and the text "PowerSchool". Below the header, the main heading is "Student and Parent Sign In". Underneath the heading, there are two buttons: "Sign In" and "Create Account". The "Sign In" button is highlighted with a red border. Below these buttons is a form with the following fields: "Select Language" (a dropdown menu with "English" selected), "Username" (a text input field), and "Password" (a text input field). Below the password field, there is a link that says "Forgot Username or Password?". To the right of the form is a blue "Sign In" button.

Click "Forgot Username?" tab  
Enter parent email on record  
Click "Enter". The system will send an email with parents' user name, to the address provided.

PowerSchool

## Recover Account Sign In Information

Forgot Password? **Forgot Username?**

Parents, to recover your username, provide the information below. Students need to contact the school directly.

**Parent Email Address** 

**Enter**

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

Select Return to "Sign In"

PowerSchool

## Forgot Password Email Sent

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.

Return to **Sign In.**

Complete [Step 5 login](#)