

POWERSCHOOL GETTING STARTED
FREQUENTLY ASKED QUESTIONS

Q: WHAT IS REQUIRED FOR A PARENT TO CONNECT TO THE PARENT PORTAL?

A: Users will need the following to connect:

A computer with a connection to the Internet

A computer running Windows XP, Windows Vista or Mac OS 10.3.9 or newer

A valid version of JAVA software, Java 1.4.2. [Download Java](http://www.java.com/download) at www.java.com/download

A web browser such as Internet Explorer, Safari, or Firefox

The web address for our PowerSchool portal which is <http://lphs.powerschool.com> or by clicking on the PowerSchool Portal link on the schools website at www.lphs.net

A login user name and password supplied by the School

Q: I HAVE MULTIPLE CHILDREN AT THE SCHOOL. CAN I HAVE ACCESS TO ALL THEIR ACCOUNTS UNDER JUST ONE USER NAME AND PASSWORD?

A: PowerSchool does not allow for this. Each child's information is housed under a separate account so you will have a different parent login for each child. Unfortunately, there is no way to allow one log on to be entered, then provide you a choice for which of your children's information to display

Q: CAN WE GET MORE THAN ONE PARENT USER NAME AND PASSWORD FOR A CHILD'S ACCOUNT?

A: No. PowerSchool only allows one parent account to be created for each child. Therefore, both parents and guardians will have to use the same user name and password that is assigned by the district.

Q: CAN I CHANGE MY PASSWORD?

A: No. PowerSchool does not allow for the ability to change your password. Please record it and keep it somewhere safe and confidential so you have it when you need it. You should treat it as you would an ATM or credit card.

Q: WHAT DO I DO IF I FORGET OR LOSE MY PASSWORD?

A: User name and password is *key* to the security of your child's private ACADEMIC information. If you lose your user name or password you will need to visit your child's school office and present a state issued Photo ID to receive a new user name and password.

Q: DO STUDENTS AND PARENTS SEE THE SAME INFORMATION IN POWERSCHOOL?

A: When students and parents access the PowerSchool server, they see the same information with one exception; only parents have the ability to request automatic progress reports via e-mail

Q: DO I NEED TO LOG OUT OF POWERSCHOOL OR CAN I SIMPLY EXIT OR CLOSE MY BROWSER WINDOW?

A: You should always logout to protect your child's information. Logging out is the only way to ensure no other users can access the information you have securely logged in to view. Please make sure that you always Logout when you are finished with PowerSchool.

Q: WHOM SHOULD I CALL IF I HAVE QUESTIONS?

A:

Concern	Person to Contact
Assignments & Grades for the current term	Your child's teacher. Teacher's e-mail contact information is available on the PowerSchool website or from the Staff Directory listing located on the school's website at www.lphs.net
General Attendance, Attendance on a specific day	Contact the school and ask to speak to the attendance clerk
Misplaced User name & password	Contact the principal's office
Frequently asked Questions, User Guides, Tutorials	Additional information can be found on the school's website