

## USERID/PASSWORD RECOVERY FOR PARENT PORTAL

If you forget your Parent Portal userID or password, go to the parent portal website (<https://ps.powerschoolnops.com/public>).

Once there, click on "**Having trouble logging in**". You will be taken to a new page with two TABS. One is to request a password reset and the other is to request your userID.

**If you have forgotten both, you must request the userID first.**

**1. If you have forgotten your userID,** you only need to know the email address you used when you set up your account.

Power school server will email you following message:

*Your PowerSchool User Name is XXXX (XXXX is replaced with your userID).*

*To sign in, visit the link below.*

*[ps.powerschoolnops.com/](https://ps.powerschoolnops.com/)*

*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 password, click the "Having Trouble Logging In?" link on the login page and follow steps for recovering your password.*

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

**2. To request password reset** you must know your userID and the email address you used when you setup your account.

You will get a message in email, but be aware of the following two issues:

1. It is in TEXT format so the link will not work. You must cut and paste the address into the URL address in your internet browser.
2. You have only 30 minutes from **the time you request the password reset.** Once that time has passed you will have to request it again.

This is the message you will receive in the email:

*You recently requested a new password.*

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

*[ps.powerschoolnops.com/public/recover\\_password.html?t=SNYAQRP5AbxSaItucYpRmu00002ea6](https://ps.powerschoolnops.com/public/recover_password.html?t=SNYAQRP5AbxSaItucYpRmu00002ea6)*

*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 user name, click the "Having Trouble Logging In?" link on the login page and follow steps for recovering your user name.*

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