PowerSchool Parent Portal

Frequently Asked Questions

Parent(s) and legal guardians with children in **Kindergarten through grade 12** can request access to the PowerSchool Student/Parent Portal. All students in grades 5 through 12 have access using their AACPS network credentials. The Parent Portal provides real-time access to parents for their child's attendance, schedule, report card grades, assignments, and scores. User guides in English and Spanish are located on the Student/Parent Portal Homepage.

1**. How do parents and/or legal guardian get a PowerSchool Parent Portal user account**?
Contact your child's school of attendance for your child's Access ID and Access Password. Use the Access ID and Access Password as displayed on the Parent Portal letter to create an account.

   a. The **Access ID** is your child's AACPS lunch/student identification number and a lowercase letter **p** (the 6-digit code used when purchasing lunch or a student's computer username). **Example: 123456p**
   b. The **Access Password** is case sensitive.

2. **How do I create a PowerSchool Parent Portal account?**
   Using a web browser such as Google Chrome, Edge, Firefox and/or Safari from a computer, laptop, or tablet, enter **www.aacps.org** into the search bar. Parents/guardians can create an account using their cell phone's web browser. Click here for step-by-step instructions for establishing a Parent Portal account.

3. **Is the PowerSchool username case sensitive?** No.

4. **Is the PowerSchool password case sensitive?** Yes.

5. **I have multiple children in Kindergarten through grade 12 who attend Anne Arundel County Public Schools. Can I have access to all their accounts under just one username and password**?
   Yes. Parents/legal guardians will receive an Access ID/Password for each child. You will use this unique Access ID and Access Password to link additional children to your account.

6. **Is there a Parent Portal Mobile App?**
   Yes. The Student/Parent Portal App is available on iOS (iPhone/iPad) or Android mobile devices. The **District code** is **LTDJ**. Click here for step-by-step instructions. of PowerSchool Mobile for iOS (iPhone/iPad) is **23.10.0** (requires iOS version 10.0 or higher); the Android version is **2.4.0.**

The mobile App is not supported by AACPS.

7. **What happens to my access to the Parent Portal once my child leaves the district?**
   Access is automatically disabled if the student transfers or graduates.

8. **What does "Problem Syncing" error message mean on Parent Portal Mobile App?**
   The "Problem Syncing" message is due to a syncing issue with your mobile device and the school district's information system. It should resolve itself quickly unless the system is down for maintenance. Check the [Parent Portal Homepage](#) for system alerts. Should the issue continue, please send an email message to parentportal@aacps.org.

9. **How many times can I login incorrectly?**
   On the 4th unsuccessful attempt, users will be locked out of the Parent Portal. Click the "**Forgot Username or Password?**" hyperlink. 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.

10. **Can other people see my son's/daughter's grades?**
    No. If you protect your username and password, others will not be able to see your child's information.

11. **How often can we expect attendance to be updated?**
    Attendance is updated daily. Excused absences may take a few extra days to be updated (changed from "unexcused") depending on the number of absences, promptness of the parent excuse note and/or day of the week.

12. **Whom should I contact if I have a question?**
    Contact your school first. For class assignments and grades speak with your child first. If you still have questions, you should contact your child's teacher. General attendance questions should be discussed first with your child and then with your child's school. For official grades and student records, contact your child's school directly. Other questions can be sent to parentportal@aacps.org.

14. **Who do I contact if I cannot login to Brightspace?**
    Contact brightspaceparentguardian@aacps.org if you can login to the Parent Portal using your credentials (username/password) but NOT Brightspace.

Disclaimer: This system is provided as a convenience. Grades, attendance, and other information provided by this system are not official records and may or may not be accurate due to human or technical error.