

# Power School Frequently Asked Questions

The Parent Portal allows you to check student grades and attendance. The Parent Portal allows parents/guardians access to student grades and attendance records.

The Parent Portal allows you to check student grades and attendance.

You will need to click on the Create Account tab the first time you login to Parent Portal.

Here are a few Q&A's:

Q: I only have one student, do I still need to use the Single Sign-on login?

A: Yes. When creating the new account, you will only enter the Access ID/Password for that one student.

Q: I have never been on Parent Portal before, how do I get the Access ID and Password needed to create an account?

A: Letter to Parent: You may receive a letter from your child(s) school which contains the Access ID and Password needed to create the account.

Contact your child's school. You will need to request the Access ID and Password for your student(s).

Note: Each school will continue with their particular safe process of verifying parent/guardian identification (e.g., new enrollment verification, update in contact information).

Q: What do I do if I forget my Parent Portal username or password?

A: On the Parent Portal login screen, click on the link Having Trouble Signing In? You have the option to retrieve your username or password. It will send the password to the email you have registered to the account.

Q: Who do I contact if I have any questions?

A: Contact your student's school.

Parent Portal Contact is Mrs. Pamela Williams in the school library. She can be reached at (803) 731-8920 or by email at [Pamela.williams@richlandone.org](mailto:Pamela.williams@richlandone.org). Parent logins may also be picked up from the school guidance office.