

# How To Recover Your Parent Access User Name or Password

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**Login**

User Name

Password

[Having trouble logging in?](#)

If you've forgotten your Parent Access User Name or Password, you can recover it by clicking the "[Having trouble logging in?](#)" link on the Login page.

**Create an Account**

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

## Recover Account Login Information

To recover your account login information, provide the information below.

User Name

Email Address

If you are experiencing login issues or have questions or comments about PowerSchool, please contact your school directly. For security reasons, Pearson employees are unable to assist with logon, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding.

If you've forgotten your password,:

1. Go to the Forgot Password? tab.
2. Enter your Parent Access User Name and the Email Address attached to your Parent Access account.
3. Click Enter button.

The system will send you an email with a new temporary password. You will need to change it upon initial login.

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If you've forgotten your Parent Access User Name:

1. Go to the Forgot User Name tab.
2. Enter the email address that is attached to your Parent Access account.
3. Click the Enter button.

The system will send you your Parent Access User Name.