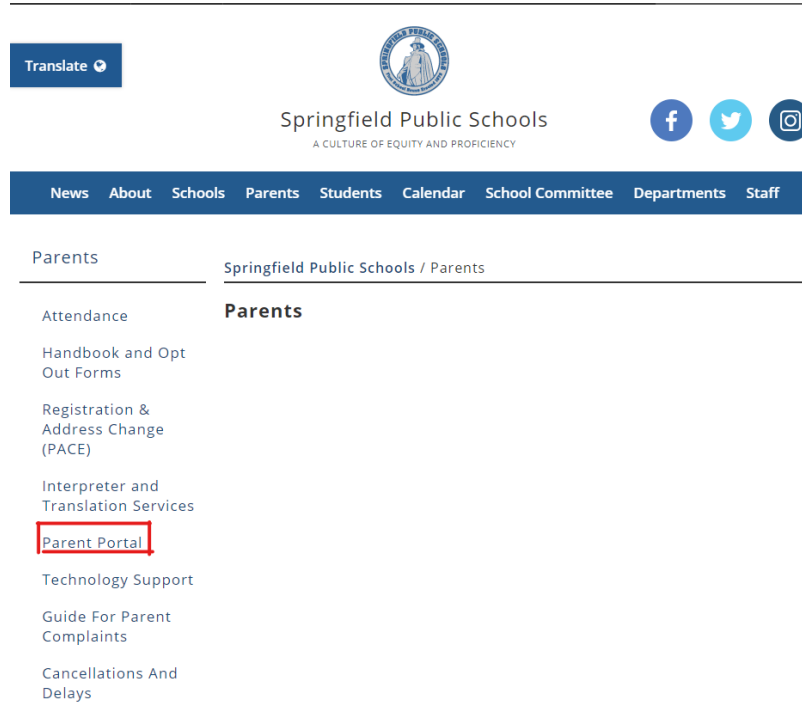


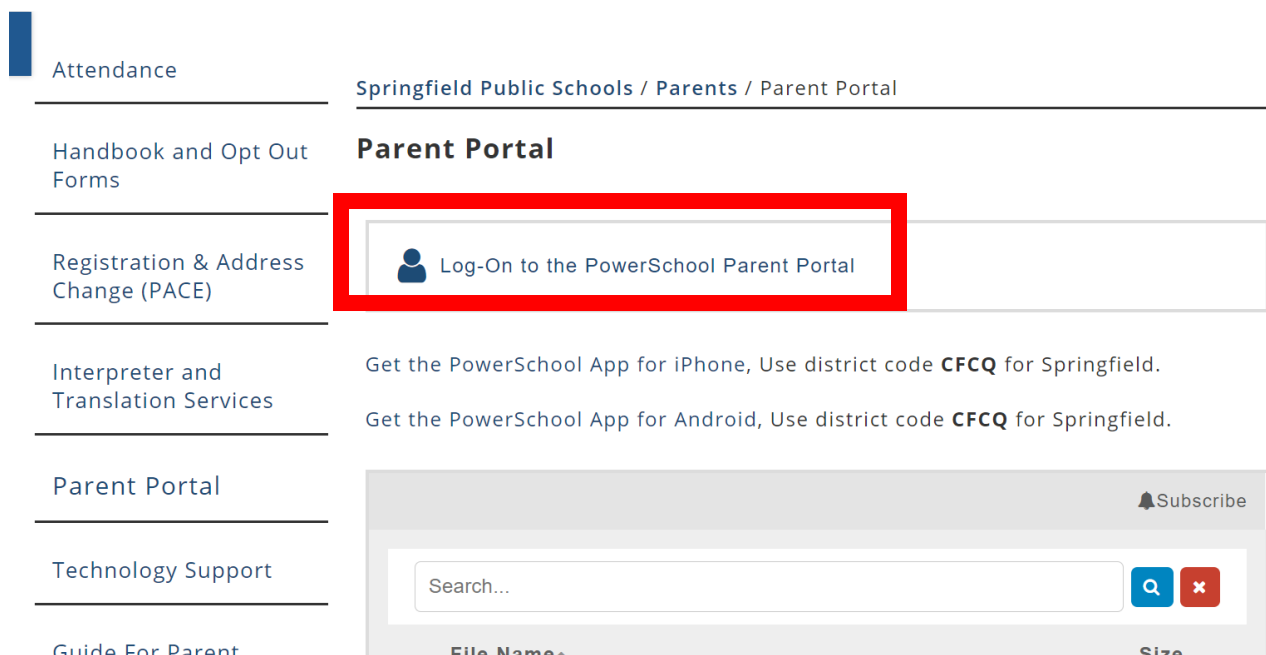
# Instructions for Resetting Username or Password

## Reset Password

Go to the SPS homepage (<https://www.springfieldpublicschools.com/>) and select “Parents” then the **Parent Portal** link.



## Select “Log-On to the PowerSchool Parent Portal”



Select “**Forgot Username or Password?**”

The screenshot shows the PowerSchool login interface. At the top is the PowerSchool logo. Below it is the heading "Student and Parent Sign In". There are two tabs: "Sign In" and "Create Account". Underneath is a "Select Language" dropdown menu set to "English". Below that are input fields for "Username" and "Password". A red box highlights the "Forgot Username or Password?" link located below the password field. A "Sign In" button is positioned at the bottom right of the form area.

Enter **Username** and the **Parent Email Address** on record.

Select “**Enter**”

The screenshot shows the "Recover Account Sign In Information" page. At the top is the PowerSchool logo. Below it is the heading "Recover Account Sign In Information". There are two tabs: "Forgot Password?" and "Forgot Username?". The "Forgot Password?" tab is highlighted with a red box. Below the tabs is a text block: "Parents, to recover your password, provide the information below. Students need to contact the school directly." Below this are two input fields: "Parent Username" and "Parent Email Address". Red arrows point to each of these input fields. A red box highlights the "Enter" button at the bottom right of the form area. At the bottom of the page, there is a disclaimer: "If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues."

The system will send an email with the username on record with a link for the user to return to the login page.

Email text will resemble the example shown below.

**Note:** The link provided will only be functional for 30 minutes.

**Example email:**

You recently requested a new password.

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

[https://sis.springfieldpublicschools.com:443/public/recover\\_password.html?t=tee3ISiwHoXUcDH8yqhS3T000051fe](https://sis.springfieldpublicschools.com:443/public/recover_password.html?t=tee3ISiwHoXUcDH8yqhS3T000051fe)

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 username, click the "Having Trouble Signing In?" link on the sign in page and follow steps for recovering your username.

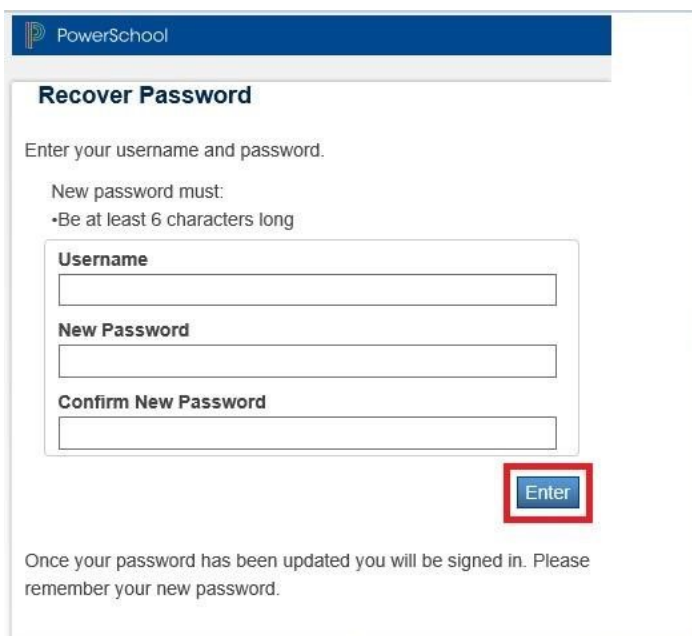
Note: Replies to this message are not monitored or answered.

Select the **link**.

Enter **Username** and **New Password** and **Confirm New Password**.

**Note:** You must pick a password which has not been used by you previously.

Select "Enter".



The screenshot shows a web form titled "Recover Password" from PowerSchool. The form includes a header with the PowerSchool logo and name. Below the title, it says "Enter your username and password." and lists requirements for the new password: "New password must: •Be at least 6 characters long". There are three input fields: "Username", "New Password", and "Confirm New Password". A blue "Enter" button is highlighted with a red box. At the bottom, a message states: "Once your password has been updated you will be signed in. Please remember your new password."

## Reset Username

Go to the SPS homepage (<https://www.springfieldpublicschools.com/>) and select on **“Parents”** then the **Parent Portal** link.

The screenshot shows the Springfield Public Schools website. At the top, there is a 'Translate' button, the school's logo, the name 'Springfield Public Schools', and social media icons for Facebook, Twitter, and Instagram. Below this is a dark blue navigation bar with links for News, About, Schools, Parents, Students, Calendar, School Committee, Departments, and Staff. The 'Parents' link is highlighted. Below the navigation bar, the page title is 'Springfield Public Schools / Parents'. On the left side, there is a list of links: Attendance, Handbook and Opt Out Forms, Registration & Address Change (PACE), Interpreter and Translation Services, **Parent Portal** (highlighted with a red box), Technology Support, Guide For Parent Complaints, and Cancellations And Delays.

## Select **“Log-On to the PowerSchool Parent Portal”**

The screenshot shows the Springfield Public Schools website with the 'Parent Portal' link highlighted in the left sidebar. The main content area is titled 'Springfield Public Schools / Parents / Parent Portal'. Below the title, there is a large button with a person icon and the text 'Log-On to the PowerSchool Parent Portal', which is highlighted with a red box. Below this button, there are two lines of text: 'Get the PowerSchool App for iPhone, Use district code **CFCQ** for Springfield.' and 'Get the PowerSchool App for Android, Use district code **CFCQ** for Springfield.'. At the bottom of the page, there is a search bar with the text 'Search...' and a 'Subscribe' button.

Select **“Forgot Username or Password?”**

PowerSchool

### Student and Parent Sign In

Sign In Create Account

Select Language  
English

Username

Password

[Forgot Username or Password?](#)

Sign In

Select **“Forgot Username?”**

Enter the **Parent Email Address** on record.

Select **“Enter”**.

PowerSchool

### Recover Account Sign In Information

Forgot Password? [Forgot Username?](#)

Parents, to recover your username, provide the information below. Students need to contact the school directly.

Parent Email Address 

[Enter](#)

If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues.

The system will send an email with parents’ username, to the address provided.

PowerSchool

### Forgot Password Email Sent

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.

Return to [Sign In.](#)