

PowerSchool Password Retrieval Help

The screenshot shows the PowerSchool SIS login interface. At the top, there is a blue header with the PowerSchool SIS logo. Below the header, the page title is "Student and Parent Sign In". There are two buttons: "Sign In" and "Create Account". A "Select Language" dropdown menu is set to "English". Below that are input fields for "Username" and "Password". A link for "Forgot Username or Password?" is located below the password field. A "Sign In" button is positioned to the right of the "Forgot Username or Password?" link. At the bottom, there is a footer section with contact information for various school levels.

Any questions regarding PowerSchool log in issues, please see Password Retrieval Help or contact your school:	Elementary	408-559-4400
	Junior High	408-513-2400
	High School	408-513-2400

Click on a question

- [Question: It's my first time logging in, what username and password do I use?](#)
- [Question: When I try the "Forgot Your Password" on <http://powerschool.vcs.net>, I am not receiving an email.](#)
- [Question: I don't know what "username" to use in the "Forgot Your Password" on <http://powerschool.vcs.net>.](#)
- [Question: I don't know what "email address" to use in the "Forgot Your Password" on <http://powerschool.vcs.net>.](#)
- [Question: When I try to login to PowerSchool, I receive the message "Invalid Username or Password"](#)
- [Question: Why isn't the same password working for both PowerSchool AND Parent Portal like they did last year?](#)
- [Question: I need some help logging into PowerSchool. Who can I call?](#)

Question: It's my first time logging in, what username and password do I use?

Answer:

Follow these steps to login to PowerSchool for 2019-20 for the first time.

1. The first time you login to PowerSchool, you will use your VCS Parent Portal credentials.
2. To retrieve your Parent Portal Credentials if you don't know them:
 - Go to <http://parent.vcs.net>
 - Click on "Forgot Your Password (Parent)"
 - Enter your email address
 - Click on "Find Account"
 - Select the account by clicking the radio button
 - Check the emails you want it sent to
 - Click "Send Password"
 - Check your email
 - If you do not receive your e-mail within 5 minutes, please check "SPAM" or "Junk Mail" folders to see if it was accidentally blocked by your e-mail provider.
3. Once you have your Parent Portal credentials, go to <http://powerschool.vcs.net> and login.
4. You should be prompted to change your password at the first login
5. Make note of the username and new password you just created for PowerSchool.

Question: When I try the “Forgot Your Password” on <http://powerschool.vcs.net>, I am not receiving an email.

Answer:

1. Click on “Forgot Username or Password” link on <http://powerschool.vcs.net>
2. Enter your Username and email address and click “Enter”
3. Check your email.
4. If you do not receive your e-mail within 5 minutes, please check “SPAM” or “Junk Mail” folders to see if it was accidentally blocked by your e-mail provider.
5. If you still haven’t received your e-mail then it is likely that PowerSchool does not have this e-mail address on file for your account.
6. You can find the email address and username for your PowerSchool account by logging into the Parent Portal (<http://parent.vcs.net>) and clicking on “PowerSchool Account”.

Question: I don't know what "username" to use in the "Forgot Your Password" on <http://powerschool.vcs.net> .

Answer:

If you tried using the "Forgot Your Password" on PowerSchool but are not sure what email address to use, try this:

1. Log into the Parent Portal Account (<http://parent.vcs.net>)
2. Click on "PowerSchool Account".
3. Find the email address and username for your PowerSchool account.
4. Go back to PowerSchool and use that information to retrieve your PowerSchool password.



PowerSchool Account Info

Due to a recent upgrade, PowerSchool no longer is able to sync the password with the VCS Parent Portal. Parents will now need to have a separate password for PowerSchool and Parent Portal. Here are additional instructions to help you navigate the most common issues:
[PowerSchool Password Retrieval Help](#)

Username and email addresses to use in PowerSchool password retrieval:

USERNAME	EMAIL ADDRESS
myusername	mom@gmail.com dad@apple.com

Any questions regarding PowerSchool log in issues, please go to or contact:

Elementary	408-559-4400
Junior High	408-513-2460
High School	408-513-2400

Your VCS Account

- Pay Fees
- Receipts
- Student Information
- Parent Information
- Emergency Medical Card(s)
- Locker Request
- Athletics Participation
- WarriorLife Accounts
- NEW PowerSchool Account**
- Parking Permit
- Busing
- FACTS Login
- Log Out

Enrollment Docs

Carpool

Parent/Student Directory

Question: I don't know what "email address" to use in the "Forgot Your Password" on <http://powerschool.vcs.net> .

Answer:

If you tried using the "Forgot Your Password" on PowerSchool but are not sure what email address to use, try this:

1. Log into the Parent Portal Account (<http://parent.vcs.net>)
2. Click on "PowerSchool Account".
3. Find the email address and username for your PowerSchool account.
4. Go back to PowerSchool and use that information to retrieve your PowerSchool password.

PowerSchool Account Info

Due to a recent upgrade, PowerSchool no longer is able to sync the password with the VCS Parent Portal. Parents will now need to have a separate password for PowerSchool and Parent Portal. Here are additional instructions to help you navigate the most common issues:
[PowerSchool Password Retrieval Help](#)

Username and email addresses to use in PowerSchool password retrieval:

USERNAME	EMAIL ADDRESS
myusername	mom@gmail.com dad@apple.com

Any questions regarding PowerSchool log in issues, please go to or contact:

Elementary 408-559-4400
Junior High 408-513-2460
High School 408-513-2400

Your VCS Account

- Pay Fees
- Receipts
- Student Information
- Parent Information
- Emergency Medical Card(s)
- Locker Request
- Athletics Participation
- WarriorLife Accounts
- NEW PowerSchool Account**
- Parking Permit
- Busing
- FACTS Login
- Log Out

Enrollment Docs

Carpool

Parent/Student Directory

Question: When I try to login to PowerSchool, I receive the message “Invalid Username or Password”.

Answer:

Your school front office will need to look into this for you.

Elementary	408-559-4400
Junior High	408-513-2460
High School	408-513-2400



Question: I need some help logging in to PowerSchool, who can I call?

Answer:

No problem! Call your school office and someone can help.

Elementary	408-559-4400
Junior High	408-513-2460
High School	408-513-2400

Question: Why isn't the same password working for both PowerSchool AND Parent Portal like they did last year?

Answer:

PowerSchool was upgraded during the summer. One of the new features of PowerSchool restricts VCS from setting passwords for parents for enhanced security.

VCS can no longer sync the Parent Portal and PowerSchool passwords.

- To start the year, all parents accessing PowerSchool will be prompted to **CHANGE YOUR PASSWORD** upon the initial log in for the 2019-20 school year
- This changes the password **ONLY** for PowerSchool.

USERNAME will remain the **same** for both systems

PASSWORDS will be **different** after you change it at initial login

Make sure you record your username and password for both systems - PowerSchool and Parent Portal!