Parents: What to do if you cannot log into PowerSchool

- If you have not yet created a new account for the new Parent Portal, please go to the district's website at http://www.cabarrus.k12.nc.us/Page/20257 for instructions on creating a new account.
- If you already created a new account for the new Parent Portal but you cannot remember the Username and/or Password that you selected, click the "Having trouble signing in?" link.

FORGOT MY USERNAME OR PASSWORD If account sign- in information has been forgotten, it can be retrieved by using the auto-recovery feature on the sign-in page. Parent Sign In Open a web browser. Username 2. Go to this web address: http://cabarrus.powerschool.com/public Password 3. Click the link >> Having Trouble Signing In? The Recover Account Sign In Information screen Recover Account Sign In Information appears. To recover your account sign in information, provide the information Forgot Password? Forgot Username? 5. You can request your Password or Username by Username email. Choose the option. **Email Address** 6. After you choose the method to retrieve account Enter information, click the ENTER button. 7. Check your email for a message from PowerSchool. The message will provide either your password or If you are experiencing sign in issues or have questions or comments about PowerSchool, please contact your school directly. For security username depending on which tab you chose. reasons, Pearson employees are unable to assist with sign in, password, or other accessibility issues related to this school's PowerSchool systems. Thank you in advance for your understanding