

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.

1. Open a web browser.
2. Go to this web address: <http://cabarrus.powerschool.com/public>

3. Click the link »Having Trouble Signing In?

4. The **Recover Account Sign In Information** screen appears.

5. You can request your **Password** or **Username** by email. Choose the option.
6. After you choose the method to retrieve account information, click the **ENTER** button.
7. Check your email for a message from PowerSchool. The message will provide either your **password** or **username** depending on which tab you chose.