

Family Portal for Parents & Guardians

SchoolMAX Student Information System

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Introduction

SchoolMAX is an electronic student information system used by Prince George's County Public schools to record attendance, grades, assignments, report cards, discipline incidents, and other information about your child. The Family Portal is an application that allows parents to view this student information as it is added in real time. For example, when a student attendance is marked for that day, the parent or guardian can immediately login and see it.

As a parent, you can register for the Family Portal on your own. This allows you to reset your own password through an email account. If you do not have an email account, you will need to create one. A free email account can be created at gmail.com, outlook.com or yahoo.com. In addition to using this email to log in to Family Portal, PGCPs may use it to contact you about important announcements such as school closures.

NOTE: You cannot use a PGCPs employee email address as your parent user name.

Registering For Family Portal

Before you begin

Before you can login to the Family Portal, you must register. Before you can register, you will need the following:

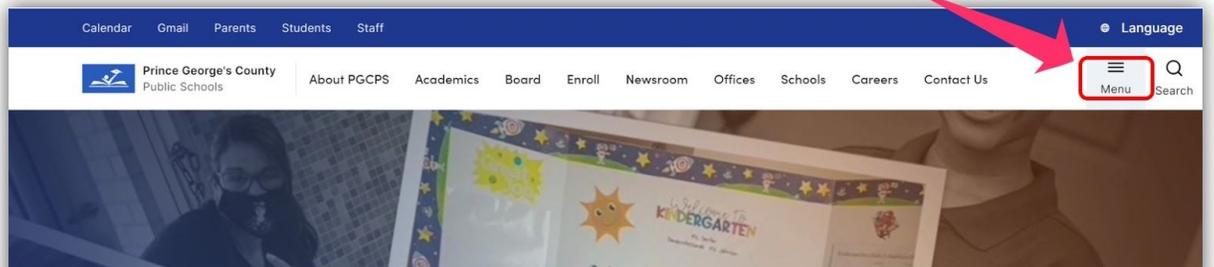
- An email address where you can check messages. (This can not be an @pgcps.org email address.)
- Your student's full legal name and nine digit student ID number, which can be found on the student report card or student ID card.
- Your student's birthdate.

- The full address for the student’s primary residence. If the student has more than one household, as in the case of divorce, the system only allows one house to be designated as the “primary”, even if the student spends equal time at both houses. If you are unsure which address is the primary, contact the school registrar.

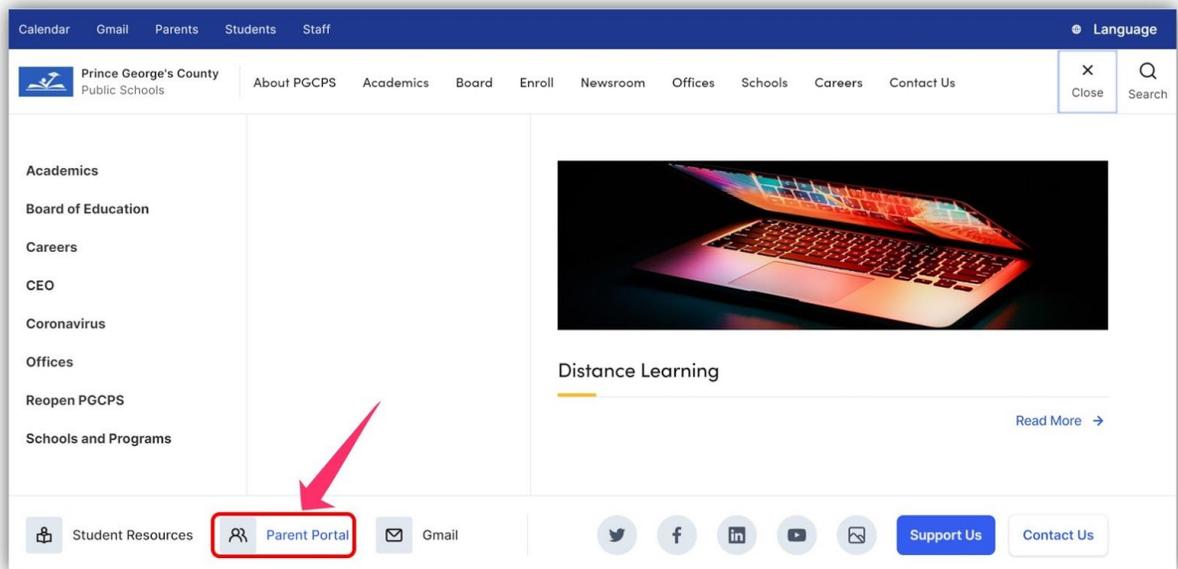
Registration

Once you have this information and a working email address, you are ready to register:

1. Go to www.pgcps.org.



2. Click on the **Menu** tab at the top right



3. Click the **Parent Portal** link.

HARRIS Family Portal

Choose Language for Display: English

System Login

District: 16

Username:

Password:

[Log In](#)

Parent Self-Service Account Management

- ▶ Video: [How to register for Family Portal.](#)
- ▶ [Register here](#) to access Family Portal and SI Express.
- ▶ Please click [here](#) to reset password.
- ▶ Parents: If you have not registered using the new Parent Self-Service Registration process (implemented April 2014), you will no longer be able to reset your password. Please go to [Parent Registration](#) to register.

Quick Links

- ▶ Easy-to-use Mobile Family Portal [SI Express](#).
- ▶ [Video Tutorials and User Guides for Parents and Guardians](#)
- ▶ [Scholarship Center](#)



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[Acceptable Use Policy](#)
[CIPA](#)

4. Click the **Register here** link.

PGCPS Parent Self Service

Provide the following details :

* Student ID

* Date of Birth

[Continue](#)

Important Announcement

Quick Links

- [PGCPS Home Page](#)
- Helpful Hints
 - [Family Portal Parent User Guide](#)
 - [Understanding Progress Reports & Report Cards](#)
 - [Scholarship Center](#)

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5. Enter the **Student ID**.

6. Enter the student's **Date of Birth** in the format MM/DD/YYYY.

7. Click **Continue**.

Parent Registration

PGCPS Parent Self Service

Parent Registration

* Select Parent Please choose your name from the drop-down list

* House Number Numerical house number for student's primary address

* ZIPCODE 5-digit zip code for student's primary address

▼ Important Announcement

HTML Content from file here

[Accounement: NOTICE](#)

8. Select your name from the **Select Parent** drop-down list. If you do *not* see your name listed, contact the Registrar in the main office at your student's school.
9. Enter the **House Number**. This is the number portion of the street address for the student's primary residence.
10. Enter the five digit **Zip Code** of the student's primary address.
11. Click **Validate**.

Parent Registration

PGCPS Parent Self Service

Parent Registration

* User ID (Email)

* Password (Minimum 8 characters)

* Confirm Password (Minimum 8 characters)

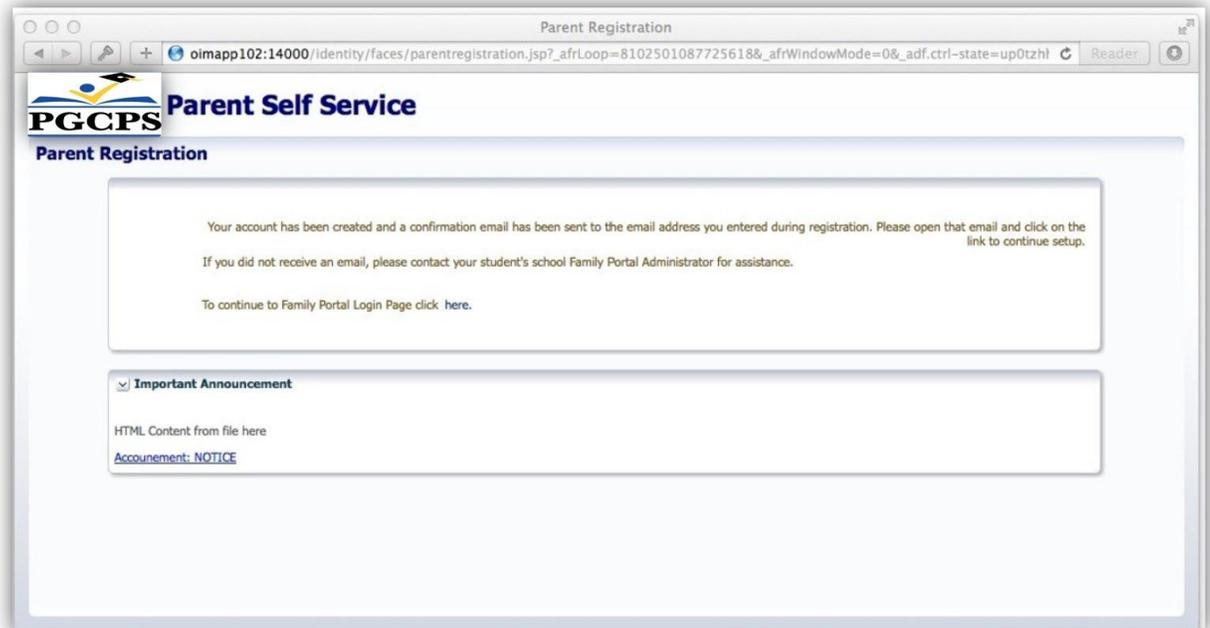
▼ Important Announcement

HTML Content from file here

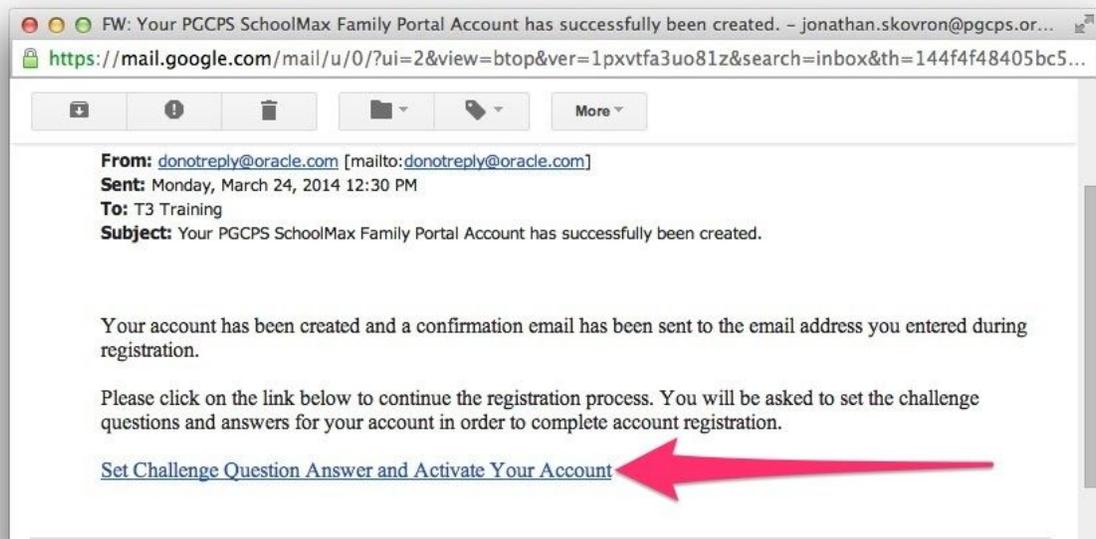
[Accounement: NOTICE](#)

12. Enter your email address in the **User ID** text box.
13. Enter a **Password** in the text box. The password must be at least 8 characters.

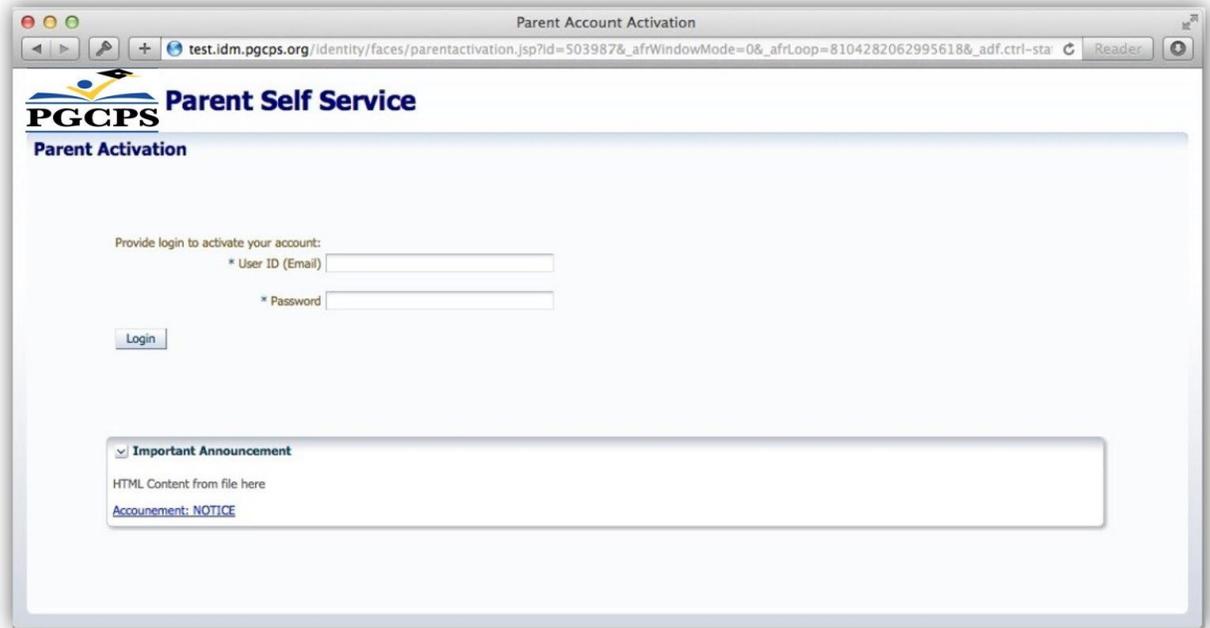
14. Re-enter the same password in the **Confirm Password** text box.
15. Click **Submit**.



16. You receive a confirmation message that your account has been successfully created. To confirm that your email account is active and continue the registration process, you must log in and locate the email message with the subject "Your PGCPS SchoolMAX Family Portal Account has successfully been created". If you do not see it in your email inbox, you may need to check your Spam or Junk folder.

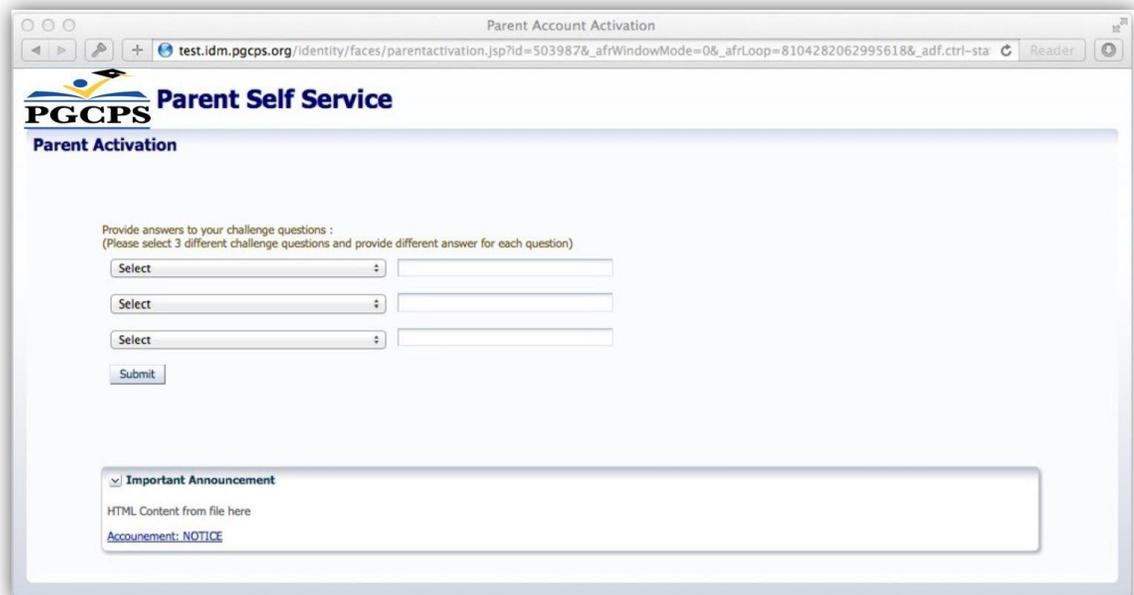


17. Open the email message and click the enclosed **Set Challenge Question Answer and Activate Your Account** link. *NOTE: The link can be used only once. If you click the link but do not complete the registration process at that time, you will need to repeat steps 1-15 again to receive a new email message with a new link.*



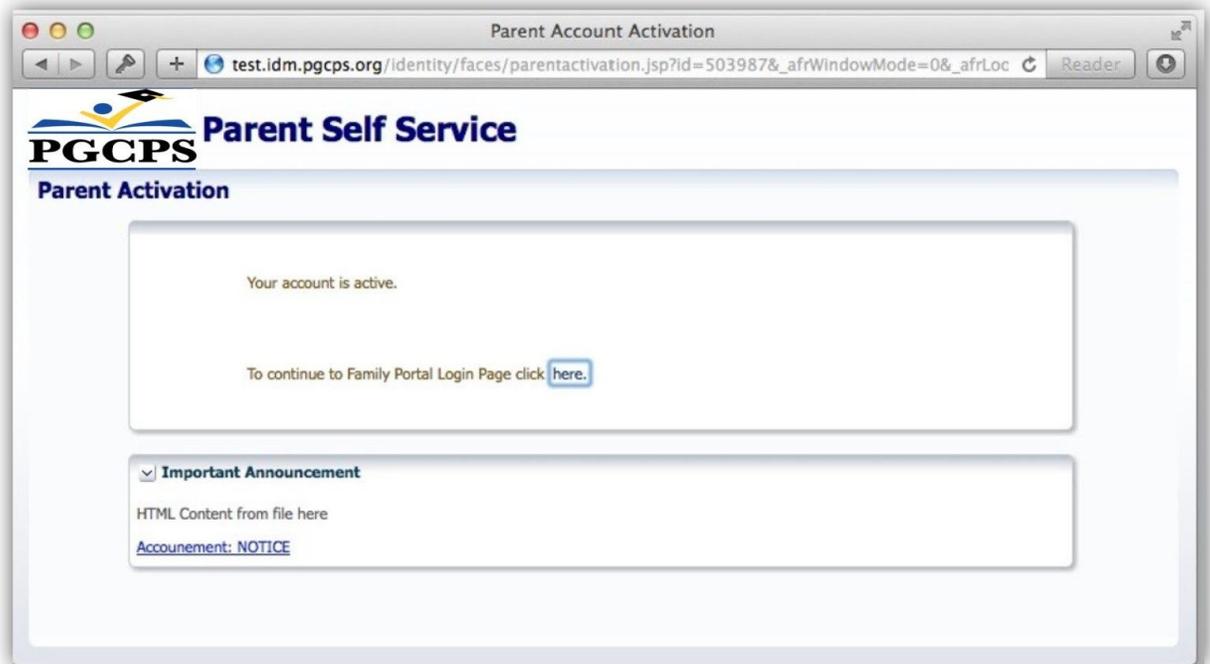
The screenshot shows a web browser window titled "Parent Account Activation" with the URL "test.idm.pgcps.org/identity/faces/parentactivation.jsp?id=503987&_afWindowMode=0&_afLoop=8104282062995618&_adf.ctrl-sta". The page header includes the PGCPS logo and "Parent Self Service". Below the header is the "Parent Activation" section. It contains the text "Provide login to activate your account:" followed by two input fields: "* User ID (Email)" and "* Password". A "Login" button is positioned below these fields. At the bottom of the page, there is an "Important Announcement" section with a collapsed arrow, containing the text "HTML Content from file here" and a link "Accounement: NOTICE".

18. Your browser opens the Family Portal Activation page. Enter your email address for the **User ID**. *NOTE: SchoolMAX ignored upper case letters in email addresses. You must use only lower case letters.*
19. Enter your **Password**.
20. Click **Login**.



The screenshot shows the same web browser window as above, but the "Parent Activation" section now displays "Provide answers to your challenge questions : (Please select 3 different challenge questions and provide different answer for each question)". There are three dropdown menus, each labeled "Select", followed by three text input fields. A "Submit" button is located below the input fields. The "Important Announcement" section at the bottom remains the same, with the link "Accounement: NOTICE".

21. Select a question from each of the three drop-down lists and provide an answer. If you forget your password, you can use these questions to confirm your identity and reset your password. You must choose three different questions and none of the answers can be the same.
22. Click **Submit**.

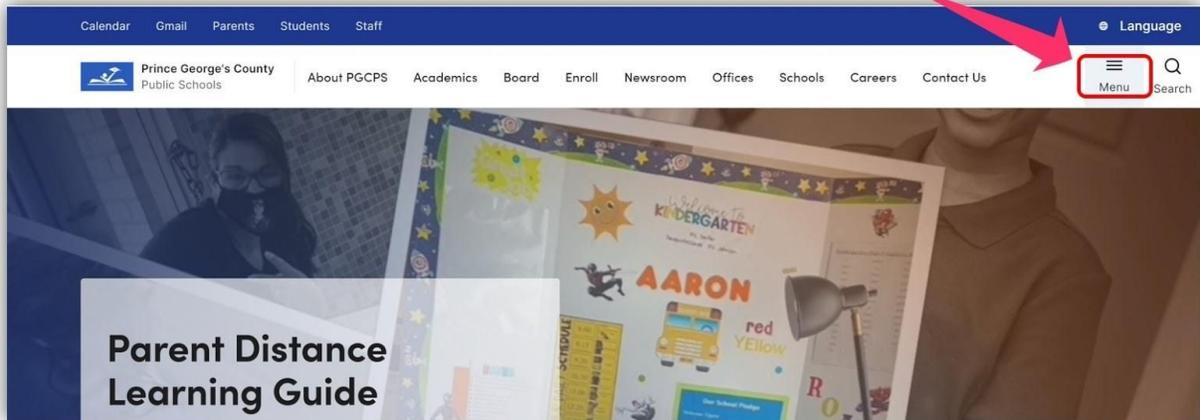


23. You receive a confirmation message that your account is active. Click the link to continue to the Family Portal Login page.

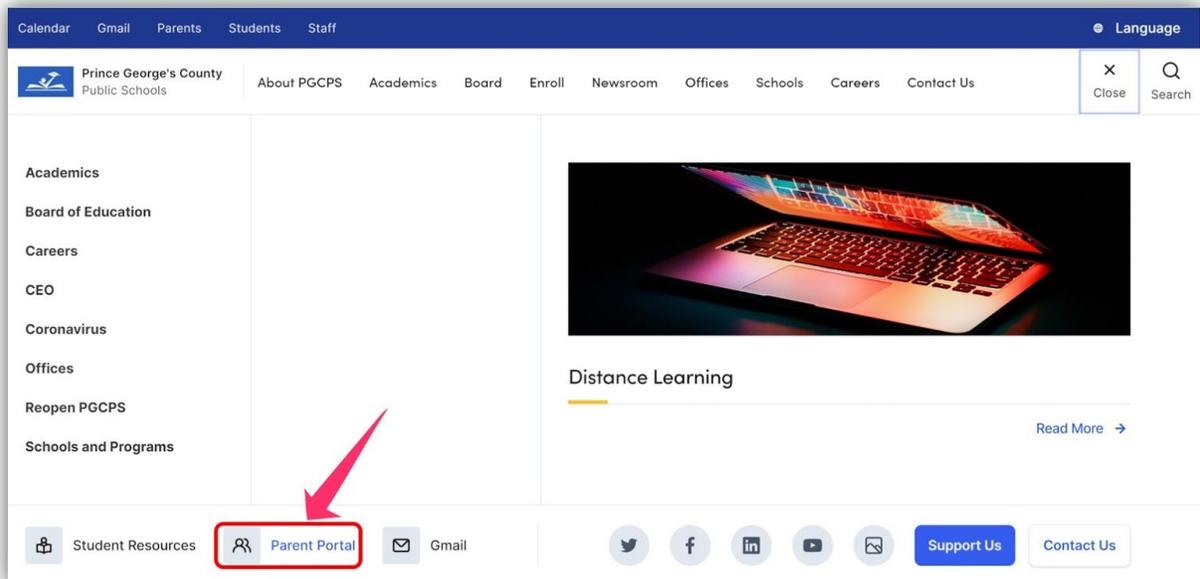
Using the Family Portal

Once you have registered for the Family Portal, you can login at any time and see real time information about your student as it is added by their teacher or other school staff. To open the Family Portal:

1. Go to www.pgcps.org



2. Click on the **Menu** tab at the top right.



3. Click the **Parent Portal** link.

 **HARRIS** Family Portal

Choose Language for Display: English ▾

System Login

District: 16

Username:

Password:

Log In

Parents:

- If you have not registered using the Parent Self-Service Registration process, Please go to [Parent Registration](#) to register.
- If you need to change your address, please contact your school or send your request online through <https://pgcpsmdc.scriborder.com/>
- If you have any questions about your parent portal account or if you want to change your email address and phone numbers, please contact your school.
- Quarter 1 grades and GPA will be available online on November 13, 2020, the window to appeal Q1 grades opens from 11/20/2020 to 12/01/2020.

4. Enter your email address in the **Username** text box.
5. Enter your **Password**.
6. Click **Log In**.

Harris Computer Systems School System-Home

sbx.sis.pgcps.org/schoolmax/process.do?0uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2B5G_h6_00.0D6gwUVm31mLUJsr Reader

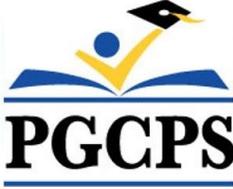
 **HARRIS** Family Portal **Parent Account** User: [Help](#) | [Logout](#)

Academic Year: 2014 [\[change\]](#) **Auto Logout in:** 29:00

Child Selection
Please select a child to continue

Student ID	Student Name	School	Grade
00000000	XXXXXXXXXX	BENJAMIN TASKER MIDDLE	08
00000000	XXXXXXXXXX	BOWIE HIGH	12

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[CIPA](#)



- If you have more than one student enrolled in Prince George's County Public Schools, you should see them listed. If you are missing any students, contact the school registrar for the missing student. To view a student's records, click the **Student ID** number link.

SchoolMAX(TM) - Student Profile

sbx.sis.pgcps.org/schoolmax/process.do?0uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2B5G_h6_00.0D6g%24%7BWEeWjss.%24%7BwL

HARRIS School Solutions BOWIE HIGH Family Portal Parent Account

HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout

Academic Year: 2014 [change] Auto Logout in: 29:04

Attendance Schedule Student Course Choices Gradebook Grades Graduation Requirements Discipline Transportation Fees My Profile

Student name :: [REDACTED]

General Information

Student ID: [REDACTED] Date of Birth: [REDACTED]

Student: [REDACTED] Home Phone: [REDACTED]

Home Address: [REDACTED] Grade Level: 12

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Page ID: IP0005 / Version: 2.8.4.2503-RC1 / Server: sisapp106.pgcps.org FERPA CIPA

PGCPS

- On the General Information page, you can find the student's ID number, primary address, contact phone number, and grade level.
- To view attendance records, click on **Attendance**.

SchoolMAX(TM)

sbx.sis.pgcps.org/schoolmax/process.do?6uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2B5G_h6_00.0D6gwUVm3zw_wmkzE1_UeemW1UWYmgkz1

HARRIS School Solutions BOWIE HIGH Family Portal Parent Account

HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout

Academic Year: 2014 [change] Auto Logout in: 28:57

Attendance Schedule Student Course Choices Gradebook Grades Graduation Requirements Discipline Transportation Fees My Profile

Student name :: [REDACTED]

Today's Attendance

Course ID	Term Code	Course Name	Period	Educator(s)	Type	Reason Code	Time In	Time Out
Not Absent or Tardy Today								

Today's Hourly Attendance

Course ID	Term Code	Course Name	Period	Educator(s)	Type	Reason Code	Time In	Time Out
Not Absent or Tardy Today								

Summary Attendance for the Year Sort by: Term Code Go

Course ID	Term Code	Course Name	Period	Educator(s)	# of Absences	# of Tardies
220000 - 22	Semester Two	Psychology	1	Meehan, K (primary)		
810503 - 1	Full Year	Technical Graphics 2	1	Michael, M (primary)	3	3
106503 - 14	Full Year	English/Lang Art 12	2	Stone, C (primary)	5	5
574403 - 3	Full Year	Entrepreneurship 1 (2	Hurt, D (primary)	4	1

10. If your student has been marked tardy or absent today, it is listed at the top of the page. The number of absences and tardies for each course during this school year are listed next. Beneath that is a detailed list of all absences and tardies recorded for the current school year.
11. To view your student's schedule, click the **Schedule** tab.

SchoolMAX(TM) - Schedule

sbx.sis.pgcps.org/schoolmax/process.do?0uw3YEa.aU7zaju.xnn.xG050-06-G0%2B5G_h6_00.0D6gwUVm3zw_uYAm1jsmgkz1356FhdD5D6

HARRIS School Solutions BOWIE HIGH Family Portal Parent Account HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout User: [redacted] Auto Logout in: 29:10

Academic Year: 2014 [change]

Attendance **Schedule** Student Course Choices Gradebook Grades Graduation Requirements Discipline Transportation Fees My Profile

Student name :: [redacted]

Student Schedule

Please select a term code from the drop down list and click the button.

Exclude Lunch and Study Hall: No Change Term Code: Today's Classes Go

Period	Start Time	End Time	Course ID	Course	Room	Educator(s)
1	07:00 AM	07:30 AM	810503	Technical Graphics 2	154	[redacted] (primary)
2	07:31 AM	08:00 AM	574403	Entrepreneurship 1 (122	[redacted] (primary)
3	08:01 AM	08:30 AM	534000	Computer Software Ap	111	[redacted] (primary)
4	08:31 AM	09:00 AM	370003	Trigonometry - Analy	M-5	[redacted] (primary)

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12. By default, the Schedule page shows today's courses. To see the full list of courses assigned to your student, select **All** from the **Change Term Code** drop-down list.
13. If your student's school offers course requests, you can see a list of your student's requests on the **Student Course Choices** tab.

SchoolMAX(TM) - Student Course Choices

sbx.sis.pgcps.org/schoolmax/process.do?8amWju3rmuguw3YEa.aU7zaju.xnn.xG050-06-G0%2B5G_h6_00.0D6gwUVm3zw_uej1mWe_YEjku

HARRIS School Solutions BOWIE HIGH Family Portal Parent Account HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout User: [redacted] Auto Logout in: 27:53

Academic Year: 2014 [change]

Attendance Schedule **Student Course Choices** Gradebook Grades Graduation Requirements Discipline Fees My Profile

Student Course Choices

Student: [redacted] Birth Date: 12/30/1995

Grade Level: 12

Your counselor has already assigned you to these courses:

Business Comm	English/Lang Art 12	Physical Training	Technical Graphics 2
Computer Graphics 1	Entrepreneurship 1 (Psychology	Trigonometry - Analy
Computer Software Ap	Physical Training	Sociology	

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14. To view the scores and assignments for your student for the current quarter, click the **Gradebook** tab.

Course ID Course Name Term Period Instructor(s) [Grades] [Assignments]

290610-12	Sociology	S1	1	(primary)	[Grades]	[Assignments]
220000-22	Psychology	S2	1	(primary)	[Grades]	[Assignments]
810503-1	Technical Graphics 2	FY	1	(primary)	[Grades]	[Assignments]
106503-14	English/Lang Art 12	FY	2	(primary)	[Grades]	[Assignments]
574403-3	Entrepreneurship 1 (FY	2	(primary)	[Grades]	[Assignments]
551100-15	Business Comm	S1	3	(primary)	[Grades]	[Assignments]
719470-16	Physical Training	S1	3	(primary)	[Grades]	[Assignments]
534000-15	Computer Software Ap	S2	3	(primary)	[Grades]	[Assignments]
719480-16	Physical Training	S2	3	(primary)	[Grades]	[Assignments]
370003-17	Trigonometry - Analy	FY	4	(primary)	[Grades]	[Assignments]

15. Locate the course you want to view and click either **Grades** or **Assignments** to view details.

16. To view report cards or an unofficial transcript, click the **Grade** tab.

Progress Report Unofficial Transcript

Date of Birth: 12/30/1995 Gender: Male
 Counselor: [redacted]
 Graduation Date:

Sort by: Academic Year [Go]

Year	School	Grade Level	Department	Course ID	Section	Course Name	Term	Grade	Points Earned	Attempted Credits	Honor Points	Earned Credits
2009	BENJAMIN TASKER MIDDLE	07	954	712700	18	Health Education 7	Q3	D	1.0	0.25	0.25	0.25
2009	BENJAMIN TASKER MIDDLE	07	954	674700	23	Art 7	Q2	B	3.0	0.25	0.75	0.25

17. By default, the Grades tab shows the unofficial transcript, which shows final grades from each course, sorted by academic year. To see the reports cards or progress reports, click the **Progress Report** link.

Academic Year: 2014 [change] Auto Logout in: 29:13

Student name :: [redacted]

Progress Report Unofficial Transcript

Change Academic Year: 2014 [Go] Change Grading Period: All [Go]

Traditional Grades

Period	Course ID	Course Name	Grade Period 1	Grade Period 2	Grade Period 3	Grade Period 4	GradePeriod 0 FG
1	810503-1	Technical Graphics 2	97	97	95	95	97
2	106503-14	English/Lang Art 12	85	80	72	69	74
2	574403-3	Entrepreneurship 1	80	80	63	83	78
4	370003-17	Trigonometry - Analy	84	70	62	63	75
4	619903-8	Computer Graphics 1	69	77	92	91	90
1	290610-12	Sociology	89	88	87	90	B
3	551100-15	Business Comm	85	84	79	87	B

18. By default the Progress Report page shows the most recent published grades. To change either the academic year or the grading period, select it from the drop-down lists.
19. To check on graduation requirements such as service hours, click the **Graduation Requirements** tab.

College Entry: Plans to Attend College:

Intended Career Pathway/s: Data for picklist is missing. Please populate first.

Student Assigned Graduation Standards

Displaying 1-2 of 2 Items

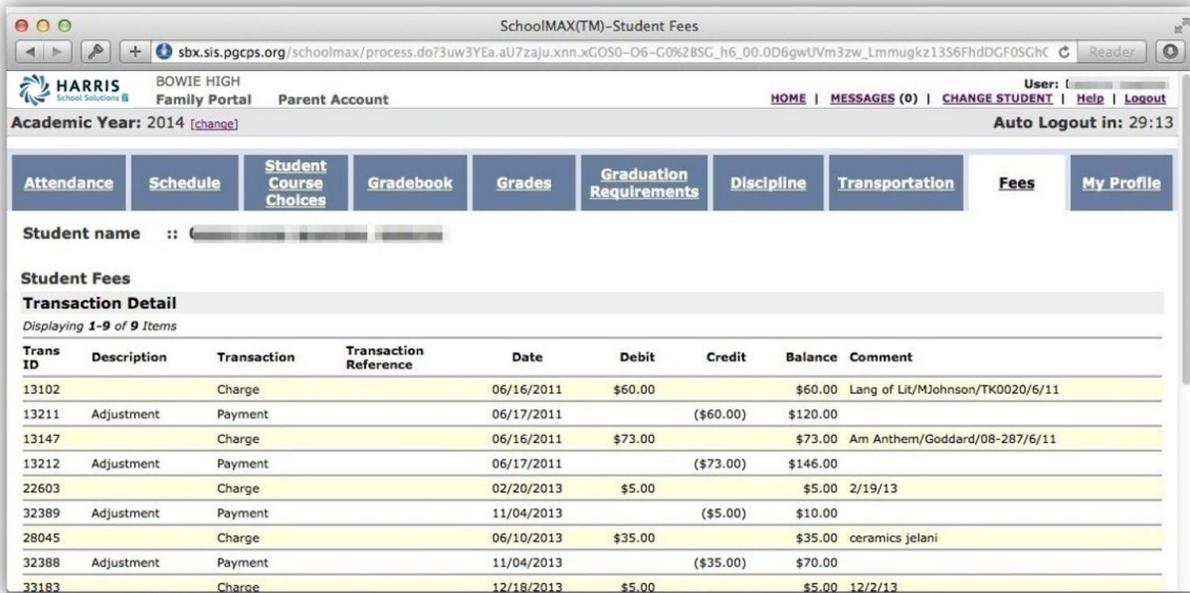
Graduation Standards Group ID	Graduation Year	School Name	Diploma Type
1504	4445	BENJAMIN TASKER MIDDLE	Service Hours for MSDE Diploma
2488	4445	BOWIE HIGH	Service Hours for MSDE Diploma

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FERPA CIPA

20. To view discipline incidents in which your student was the victim, witness, or offender, click the **Discipline** tab.



21. If your student's school uses the SchoolMAX Fees module, you can view any current or passed fines on the **Fees** tab.

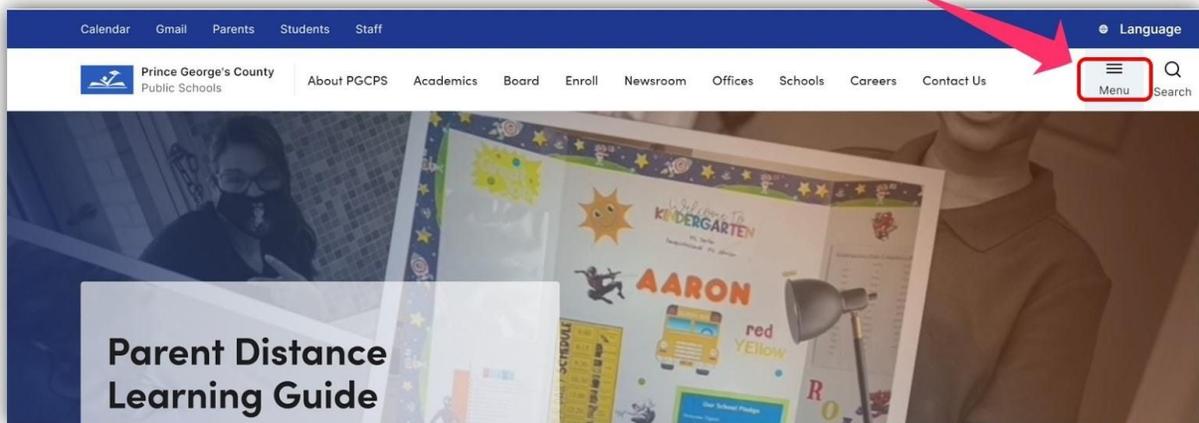


22. To view a different student in your household, click **Change Student**.

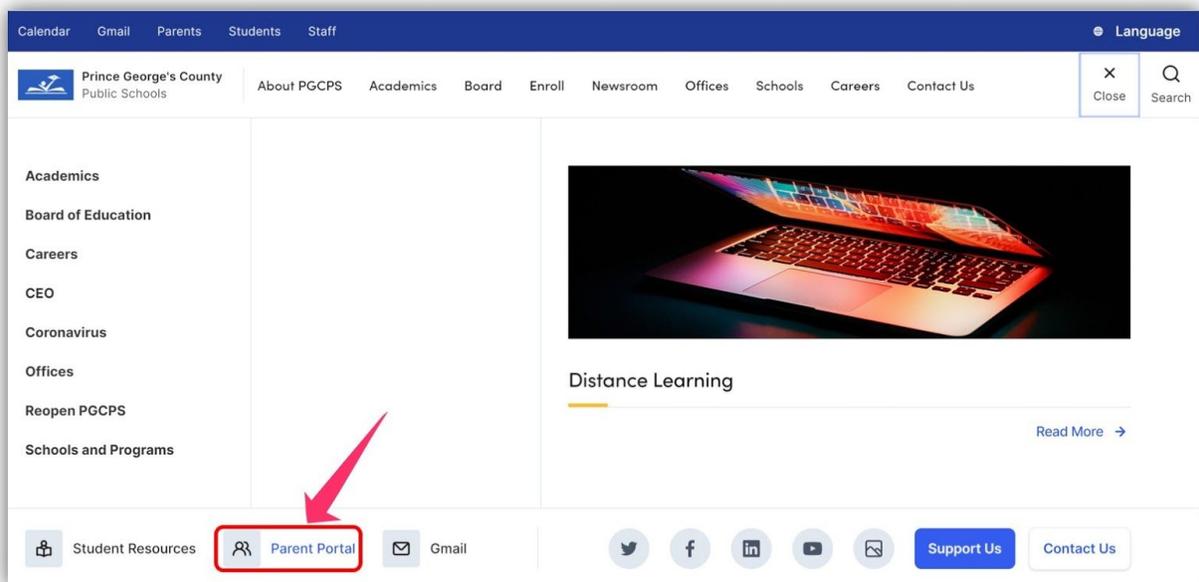
Forgot Password

The new Family Portal system allows you to reset your password. If you have forgotten your password:

1. Go to www.pgcps.org



2. Click on the **Menu** tab at the top right.



3. Click the **Parent Portal** link.



Choose Language for Display: English

System Login

District: 16

Username:

Password:

Log In

Parent Self-service Account Management	Quick Links
<ul style="list-style-type: none"> ▶ Video: How to register for Family Portal. ▶ Register here to access Family Portal and SI Express. ▶ Please click here to reset password. ▶ Parents: If you have not registered using the new Parent Self-Service Registration process (implemented April 2014), you will no longer be able to reset your password. Please go to Parent Registration to register. 	<ul style="list-style-type: none"> ▶ Easy-to-use Mobile Family Portal SI Express. ▶ Video Tutorials and User Guides for Parents and Guardians ▶ Scholarship Center <div style="display: flex; justify-content: space-between; align-items: center; margin-top: 10px;"> <div style="text-align: center;">  <p>Follow us on Facebook</p> </div> <div style="text-align: center;">  <p>Follow us on Twitter</p> </div> <div style="text-align: center;">  <p>Sign up for Text/Email Alerts</p> </div> </div>

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 Page ID: IP0001 / Version: Release 2.8.5.003 / Server: sisapp19

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4. Click the **Please click here to reset password** link.



* Enter your registered email id

Submit

▲ **Important Announcement**

Quick Links

- [PGCPS Home Page](#)

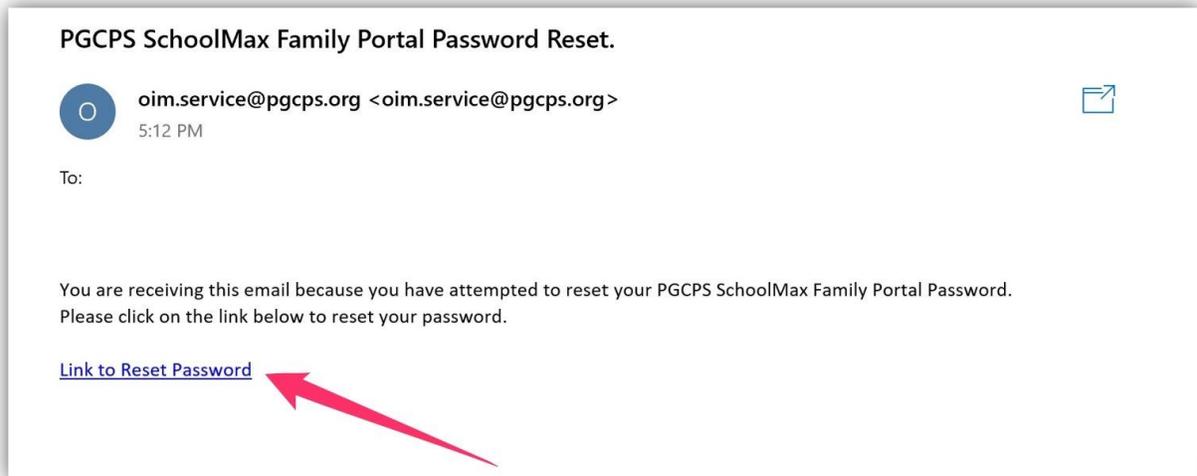
Helpful Hints

- [Family Portal Parent User Guide](#)
- [Understanding Progress Reports & Report Cards](#)
- [Scholarship Center](#)

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5. Enter your email address in the text box.
6. Click **Submit**.
7. Open your email and look for a message with the subject "PGCPS SchoolMax Family

Portal Password Reset”.



8. Open the message and click the **Link to Reset Password**. *NOTE: The link can be used only once. If you click the link but do not complete the password reset process at that time, you will need to repeat steps 1-6 again to receive a new email message with a new link.*

 **Parent Self Service**

Provide answers to your challenge questions :

* What is the name of your first pet?

* What city did you get married in?

* What is the city of your birth?

* New Password

* Confirm Password

▾ Important Announcement

Quick Links

[PGCPS Home Page](#)

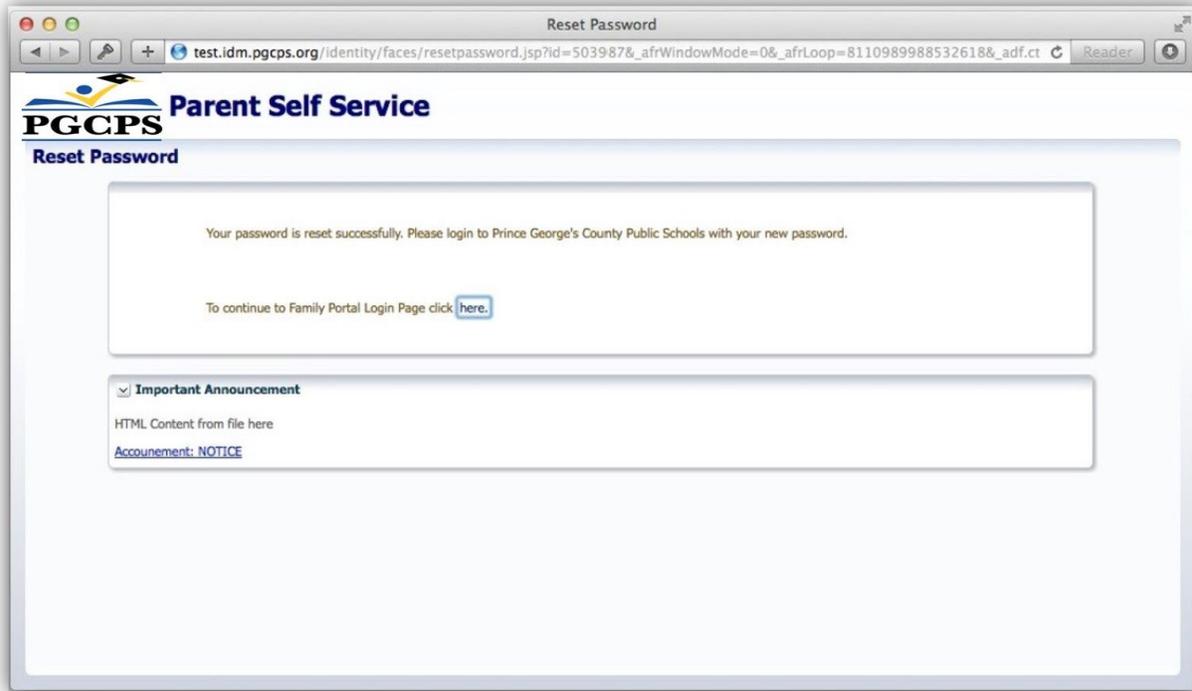
Helpful Hints

[Family Portal Parent User Guide](#)

[Understanding Progress Reports & Report Cards](#)

[Scholarship Center](#)

9. Answer the security questions that you selected during the registration process. If you cannot remember the answers to your challenge questions, please contact the Family Portal Administrator at your child's school for assistance.
10. Enter the **New Password**.
11. Re-enter the new password in the **Confirm Password** text box.
12. Click the **Reset Password** button.

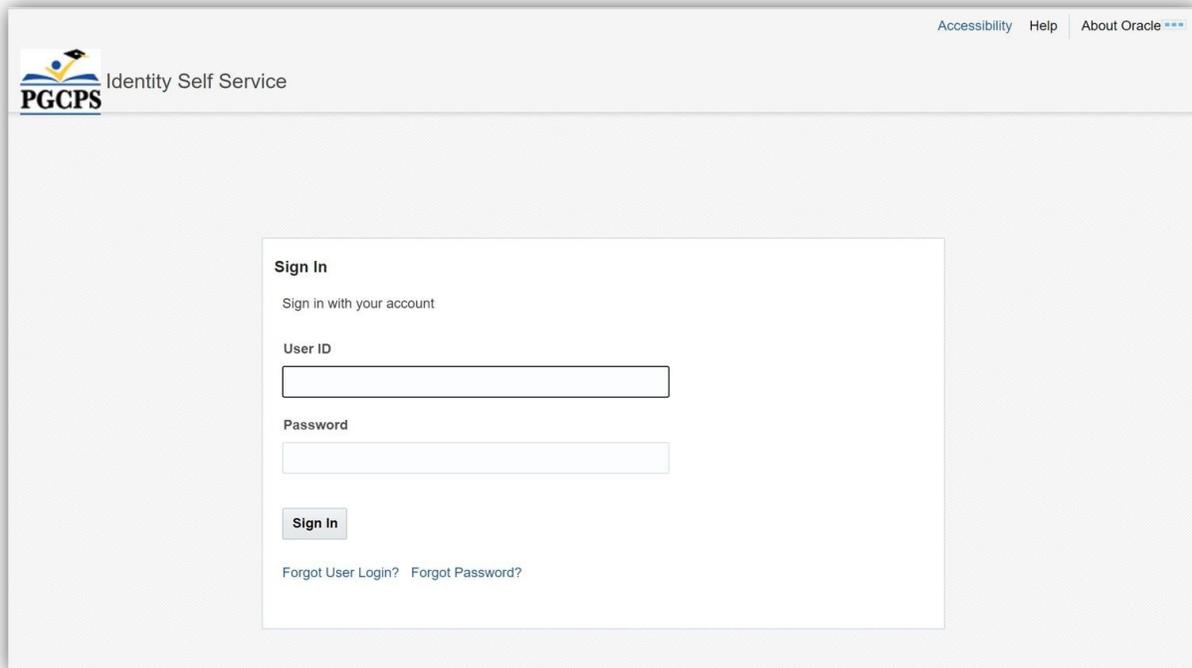


13. You receive a confirmation message that your password has been changed.

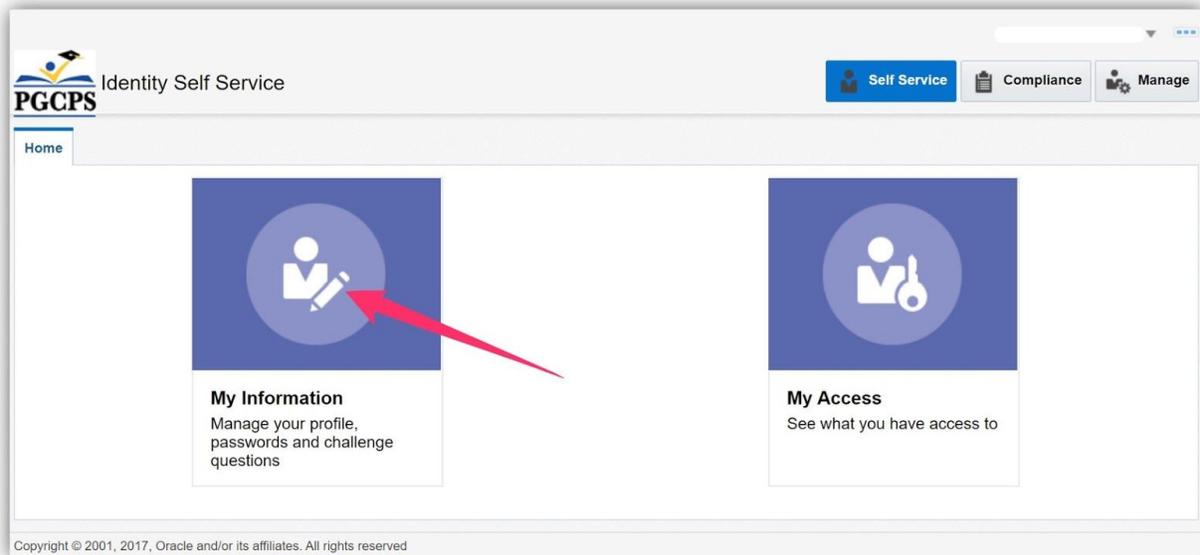
Changing Challenge Questions

If you need to change your challenge questions, you can login and change them yourself.

1. Go to <https://idm.pgccps.org>.



2. Enter your **User ID** and **Password**.
3. Click **Sign In**.



4. Click **My Information**.

PGCPS Identity Self Service

Self Service Compliance Manage

Home My Information x

* Required fields

Basic User Information

Cancel

First Name

Middle Name

*Last Name

E-mail

* Display Name

Manager

User Login

Telephone

Locale

Timezone

Change Password

Challenge Questions

Direct Reports

Proxies

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5. Click **Challenge Questions**.

Challenge Questions

Your secret questions and answers are already set. However, you can use the below form to set them new.

Apply Cancel

* Question1 What is the name of your first pet? * Answer1

* Question2 What city did you get married in? * Answer2

* Question3 What is the city of your birth? * Answer3

Direct Reports

Proxies

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6. Select new questions from the drop-down and provide answers.

7. Click **Apply**.

Note: If you have difficulties logging in to IDM to change your challenge questions, please contact your school's Family Portal Administrator (FPA)

Changing Contact Information

If you need to change your address after you register, you must contact the Family Portal Admin at the school. If you need to change the mailing address or phone number, you must contact the school registrar. For mailing address changes, make sure you bring proof of residency, such as a lease or utility bill.