Family Portal for Parents & Guardians

SchoolMAX Student Information System

Introduction Registering For Family Portal Before you begin Registration Using the Family Portal Forgot Password Changing Challenge Questions Changing Contact Information

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 <u>gmail.com</u>, <u>outlook.com</u> or <u>yahoo.com</u>. 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 <u>www.pgcps.org</u>.



2. Click on the Menu tab at the top right

Calendar Gmail Parents St	udents Staff							🖨 Lan	iguage
Prince George's County Public Schools	About PGCPS Academics	Board Enrol	l Newsroom	Offices	Schools	Careers	Contact Us	× Close	Q Search
Academics Board of Education Careers CEO Coronavirus Offices Reopen PGCPS Schools and Programs			Distance Le	arning				Read More →	
Student Resources	Rear Parent Portal Gr	nail	У	f			Support Us	Contact Us	

3. Click the Parent Portal link.

N HARRIS	a Family Portal
Choose Language for Display: English System Login District: 16 Username: Password: Log In	
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Copyright ©2002-2014 Harris Computer Systems, Inc. All rights reserved. Page ID: IP0001 / Version: Release 2.8.5.003 / Server: sisapp20	Privacy Policy Acceptable Use Policy CIPA

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

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Continue Important Announcem Quick Links <u>PGCPS Home Page</u> Helpful Hints Eamily Portal Parent Us <u>Understanding Progres</u> <u>Scholarship, Center</u>	nt r Guide Reports & Report Cards				

- 5. Enter the **Student ID**.
- 6. Enter the student's **Date of Birth** in the format MM/DD/YYYY.
 - 7. Click Continue.

Parent Se	alf Service
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* Select Parent	Please choose your name from the drop-down list
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* ZIPCODE	5-digit zip code for student's primary address
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- 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.

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GCPS Parent Sen	Service
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* Confirm Password	(Minimum 8 characters)
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- 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.

rent Reg	stration
	Your account has been created and a confirmation email has been sent to the email address you entered during registration. Please open that email and click on the link to continue setup. If you did not receive an email, please contact your student's school Family Portal Administrator for assistance. To continue to Family Portal Login Page click here.
	Important Announcement IL Content from file here punement: NOTICE

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.*

GCPS Pa	rent Self Service		
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Provide login t	o activate your account: * User ID (Email)		
Login	* Password		
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Account	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.

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- 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 <u>www.pgcps.org</u>



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

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Prince George's County Public Schools	About PGCPS Academics	Board Enroll	Newsroom	Offices	Schools	Careers	Contact Us	× Close	Q Searcl
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3. Click the **Parent Portal** link.

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



7. 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.

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Copyright ©2001-2014 Harris Computer Syst Page ID: IP0005 / Version: 2.8.4.2503-RC1 /	ems, Inc. All rights reserved. Server: sisapp106.pgcps.org	•		Privacy Policy FERPA
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- 8. On the General Information page, you can find the student's ID number, primary address, contact phone number, and grade level.
- 9. To view attendance records, click on **Attendance**.

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- 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.

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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.

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

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- 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.

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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.

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- 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.

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2488	4445	BOWIE HIGH	Service Hours for MSDE Diploma	
Copyright ©2001-2014 Harris Computer System	s, Inc. All rights reserved.			Privacy Policy
Page ID: IP0026 / Version: 2.8.4.2503-RC1 / Se	rver: sisapp106.pgcps.org			FERPA CIPA

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

000				SchoolMAX(ΓM)				K.
	+ 🔮 sbx.sis.pgcps	.org/schoolmax/proc	ess.do?9uw3YEa.a	aU7zaju.xnn.xGOS0-	O6-G0%2BSG_I	h6_00.0D6gwUV	m3zw_1zuYzwszWm	_AzueEkrgkz13 (Reader 0
HARRIS School Solutions II	BOWIE HIGH Family Portal	Parent Account				HOME	MESSAGES (0)	Use	r: <u> Help Logout</u>
Academic Year	: 2014 [change]							Auto L	ogout in: 29:01
Attendance	Schedule	Student Course Choices	adebook	Grades Gr Req	aduation uirements	Discipline	Transportatio	on <u>Fees</u>	My Profile
Student name	e :: Coonini								
Incident #	Incident Date	Incident Time	Event Code	Referred By ID	Respo	onse Respo	onse From Date	Response	To Date
Copyright ©2001-20 Page ID: IP0017 / V	114 Harris Computer Sy ersion: 2.8.4.2503-RC1	items, Inc. Ali rights ress / Server: sisapp106.pgc;	rved. ps.org	PGC	PS				Privacy Policy FERPA CIPA

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

000				SchoolMAX	(TM)-Student Fees	;				
	🔎 🕂 🔕 sb	x.sis.pgcps.org/scho	olmax/process.do73uw	3YEa.aU7zaju.xnn	.xGOS0-O6-G0%2B	SG_h6_00.0	D6gwUVm	3zw_Lmmugkz1356Fh	dDGF0SGhC	Reader
R H	ARRIS BOWI	E HIGH I y Portal Paren	t Account				HOME M	ESSAGES (0) CHAN	User:	l Help Logout
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Attend	lance Sched	lule <u>Studen</u> Course <u>Choice</u>	t <u>Gradebook</u> s	Grades	<u>Graduation</u> Requirements	Disci	pline	Transportation	Fees	My Profile
Stude	nt name 💠 🕴	-	-							
Stude	nt Fees									
Trans	action Detail									
Displayir	ng 1-9 of 9 Items									
Trans ID	Description	Transaction	Transaction Reference	Date	Debit	Credit	Balance	Comment		
13102		Charge		06/16/2011	\$60.00		\$60.00	Lang of Lit/MJohnson	/TK0020/6/11	
13211	Adjustment	Payment		06/17/2011	((\$60.00)	\$120.00			
13147		Charge		06/16/2011	\$73.00		\$73.00	Am Anthem/Goddard	/08-287/6/11	
13212	Adjustment	Payment		06/17/2011	((\$73.00)	\$146.00			
22603		Charge		02/20/2013	\$5.00		\$5.00	2/19/13		
32389	Adjustment	Payment		11/04/2013		(\$5.00)	\$10.00			
28045		Charge		06/10/2013	\$35.00		\$35.00	ceramics jelani		
32388	Adjustment	Payment		11/04/2013	((\$35.00)	\$70.00			
12000		<u></u>		10/10/0010	+5 00		AF 00	12/2/12		

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 <u>www.pgcps.org</u>



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

Calendar Gmail Parents St	udents Staff							🖶 Lan	iguage
Prince George's County Public Schools	About PGCPS Academics	Board E	nroll Newsroom	Offices	Schools	Careers	Contact Us	× Close	Q Search
Academics Board of Education									
CEO Coronavirus									
Offices			Distance Le	earning					
Reopen PGCPS Schools and Programs								Read More →	
B Student Resources	R Parent Portal 🖸 Gr	nail	y	f			Support Us	Contact Us	

3. Click the Parent Portal link.

Choose Language for Display:	English V		
vstem Login			
District:	16		
Jsername:			
Password:			
	Log In		
Parent Self-service A	.ccount Management	Quick Links	
► Video: <u>How to register for Fami</u>	ily Portal.	Easy-to-use Mobile Family Portal SLEY	press
► Register <u>here</u> to access Family P	ortal and SI Express.	Video Tutoriolo and User Cuideo fei	Perente and Cuardiana
Please click <u>here</u> to reset passwo	ord.		Parents and Guardians
Parents: If you have not registered	d using the new Parent Self-Servic	Scholarship Center	
Registration process (im, mented A	April 2014), you will no longer be	Follow us on Follow us on Twitter	Sign up for Text/Email Alerts
register.	go to <u>Parent Registration</u> to		
	1		

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

PGCPS P	arent Self Service
*	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
	Follow us on Facebook Follow us on Twitter Sign up for Text/Email Alerts

- 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".

PGCPS SchoolMax Family Portal Password Reset.	
oim.service@pgcps.org <oim.service@pgcps.org> 5:12 PM</oim.service@pgcps.org>	
To:	
You are receiving this email because you have attempted to reset your PGCPS SchoolMax Family Portal Password. Please click on the link below to reset your password.	
Link to Reset Password	

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.

PGCPS Parent	: Self Service				
Provide answ	swers to your challenge questions :				
* W	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				
Reset Passi	ssword				
⊿ Importa	rtant Announcement				
Quick Link	Inks				
Helpful Hit	Hints				
Famil	nily Portal Parent User Guide				
Under	Understanding Progress Reports & Report Cards				
Schol	tolarship 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.

sword	
Your passv	ord is reset successfully. Please login to Prince George's County Public Schools with your new password.
To continu	to Family Portal Login Page click here.
⊻ Important Announce	ment
ITML Content from file her Accounter: NOTICE	5

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 <u>https://idm.pgcps.org</u>.

	Accessibility Help About Oracle
Identity Self Service	
PGCPS	
Sign In	
Sign in with your account	
Lione ID	
Passworu	
Sign In	
Forrant Liser Login? Forrant Password?	
r olgor ovor Logini, r olgor doomata.	

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



4. Click My Information.

*		
Identity Self Service	Self Service	🎝 Mana
ne My Information ×		[
	* Req	uired field
Basic User Information		
		Cance
First Name		
Middle Name		
*Last Name		
E-mail		
* Display Name		
Manager		
manager		
User Login		
Telephone		
Locale	~	
Timezone	~	
Change Password		
onalige i accitora		
Challenge Questions		
Direct Reports		
Proxies		

5. Click Challenge Questions.

A Challenge Que	stions						
Your secret questions and	answers are already set. However, you can	use the below	v form to set them new.	Apply Cancel			
				Appry Cancer			
* 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.

<u>Note</u>: 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.