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:

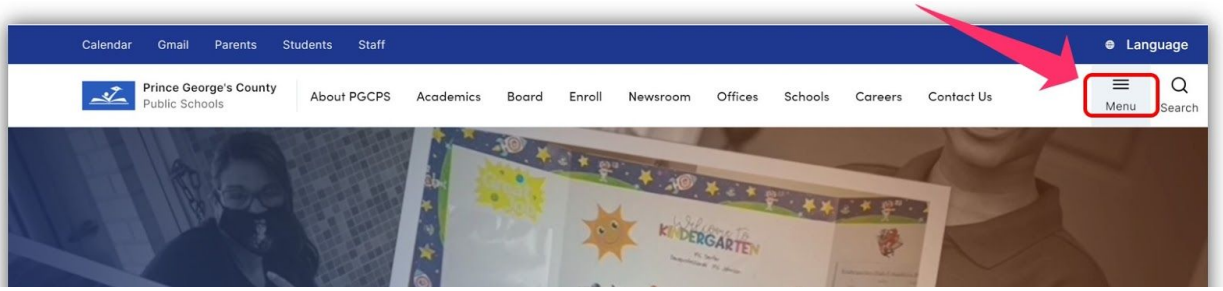
- An email address where you can check messages. (This can not be an @pgcps.org email address.)
- Your student's full legal name and nine digit student ID number, which can be found on the student report card or student ID card.
- Your student's birthdate.

- 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.

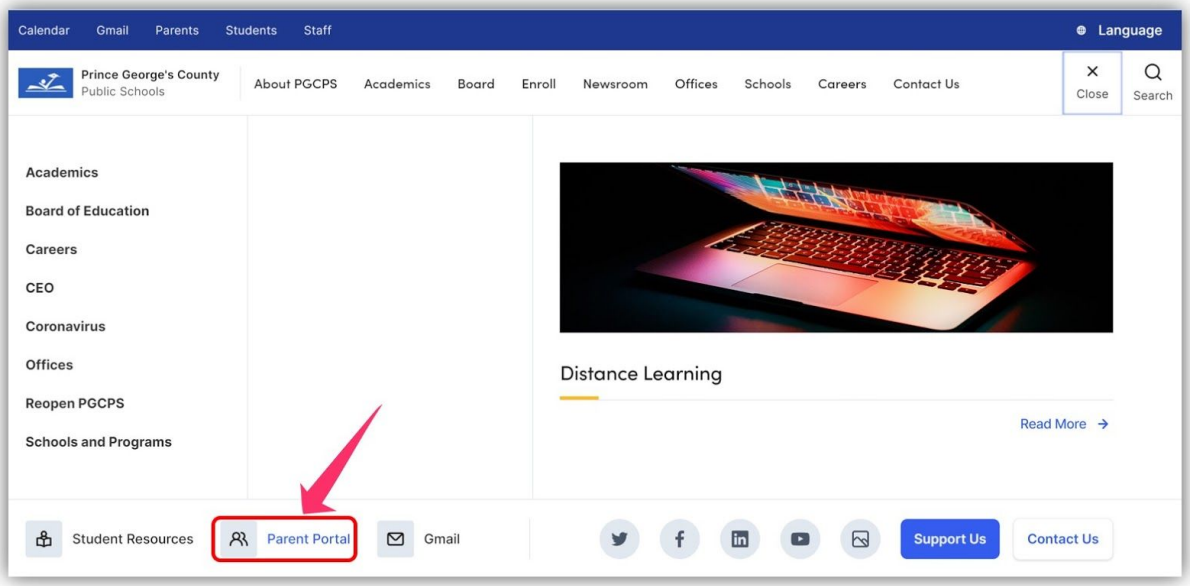
Registration

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

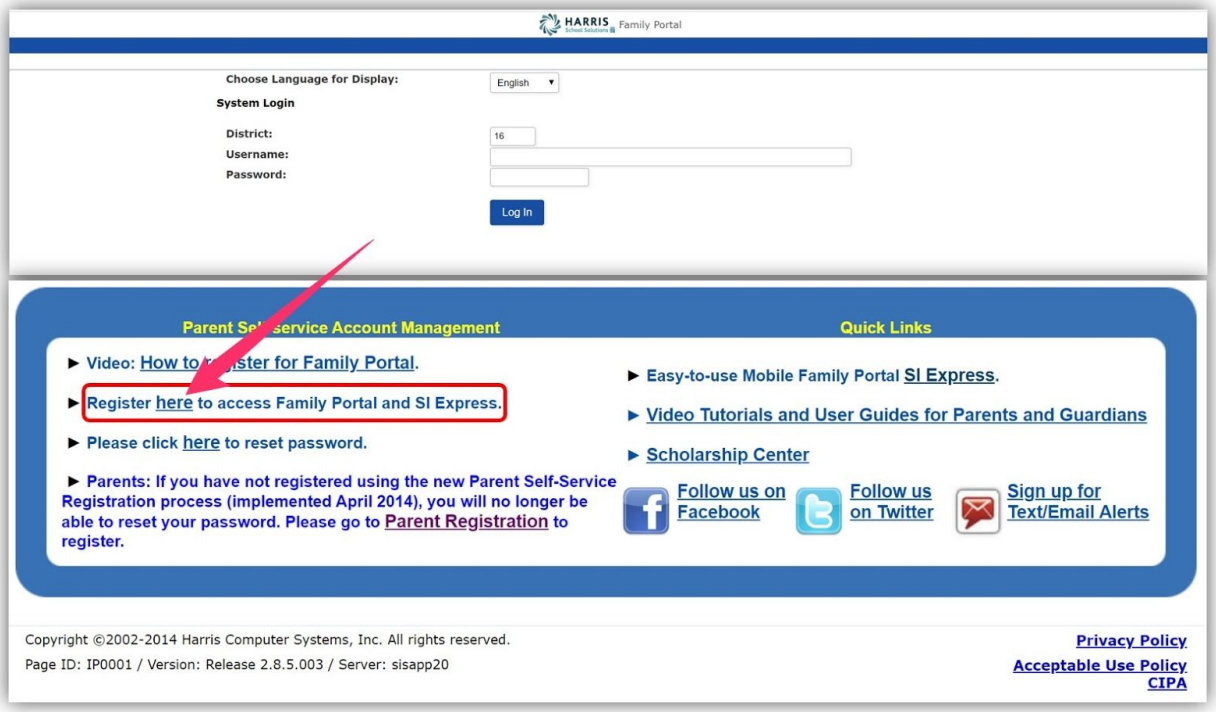
1. Go to www.pgcps.org.



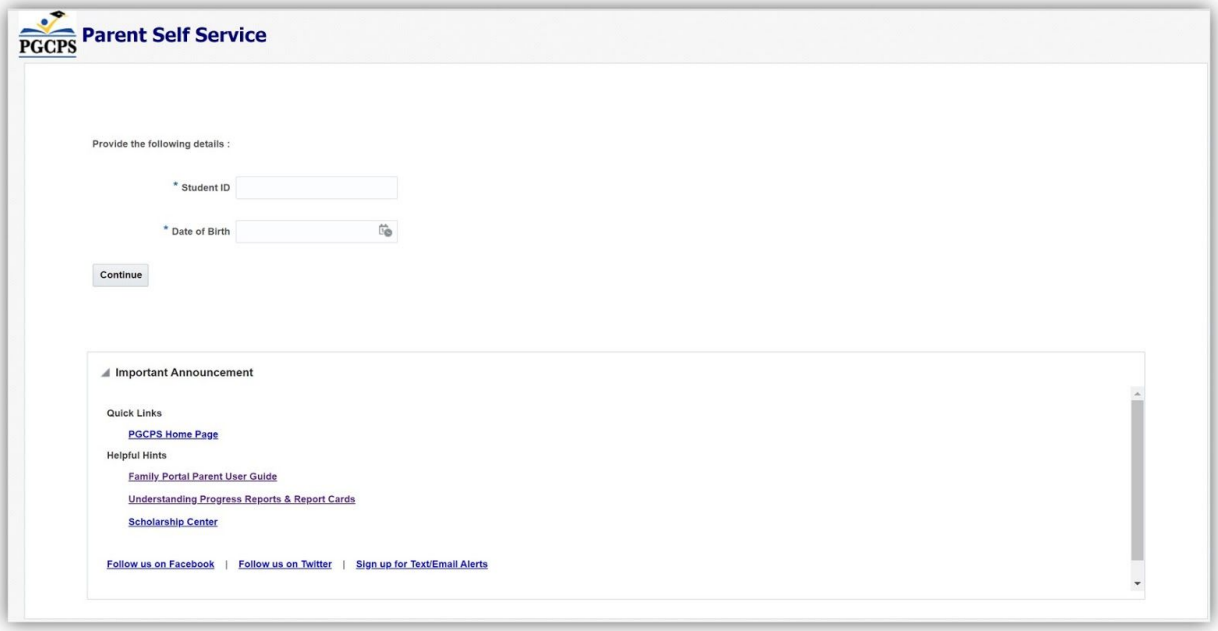
2. Click on the **Menu** tab at the top right



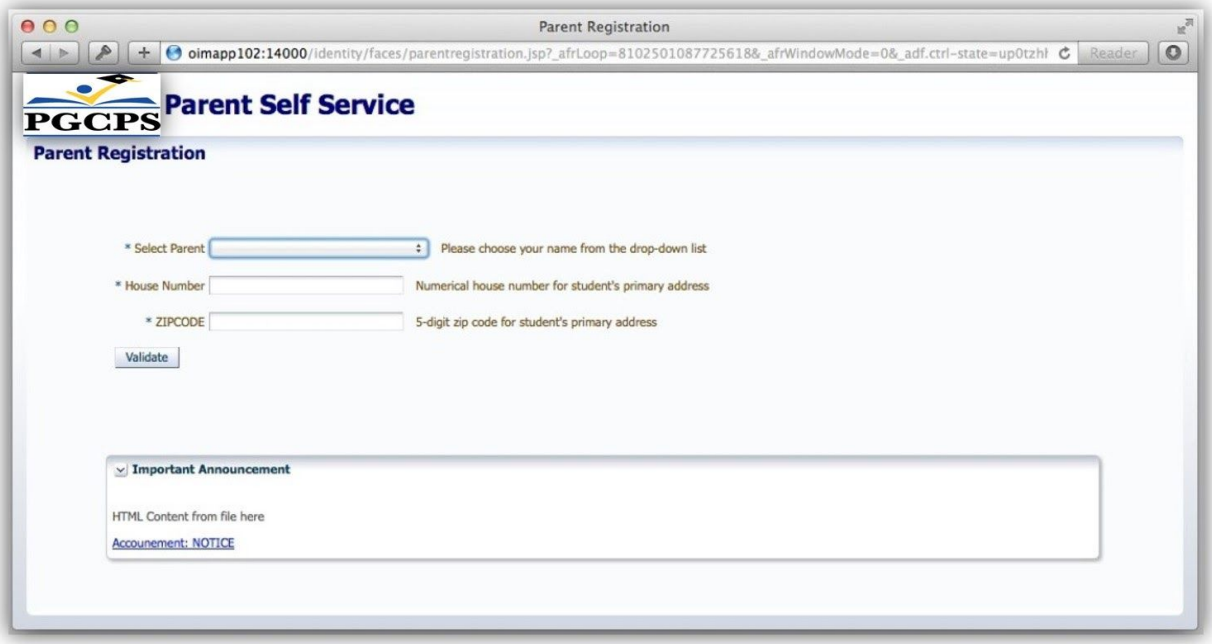
3. Click the **Parent Portal** link.



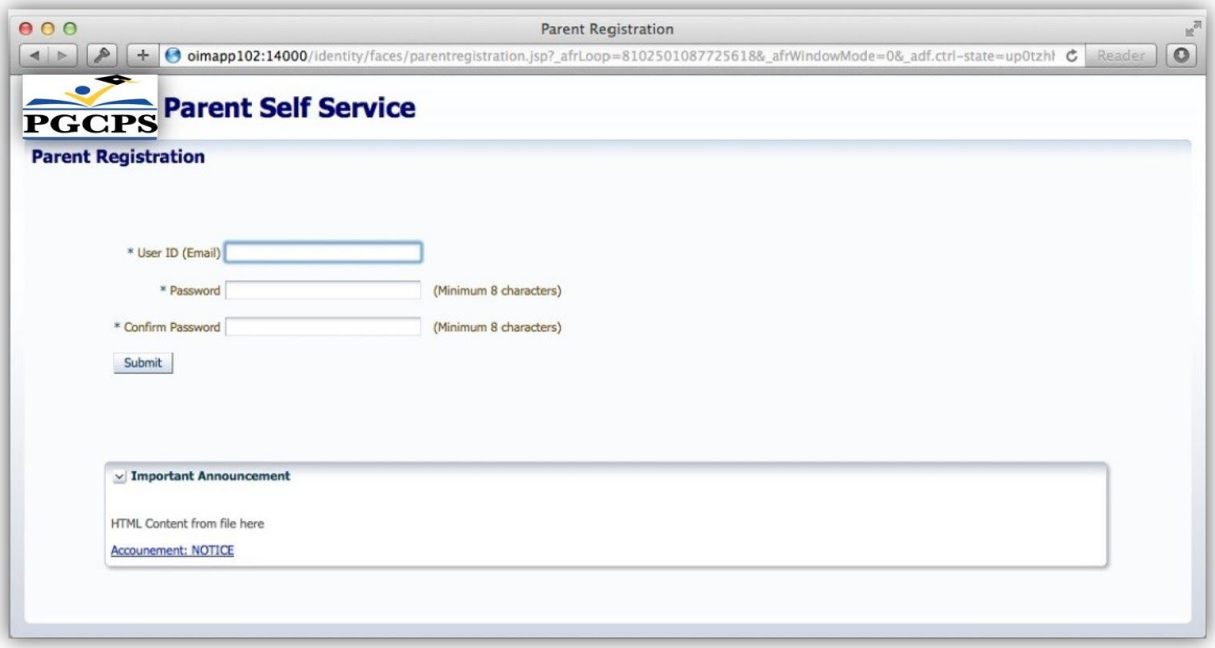
4. Click the **Register here** link.



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

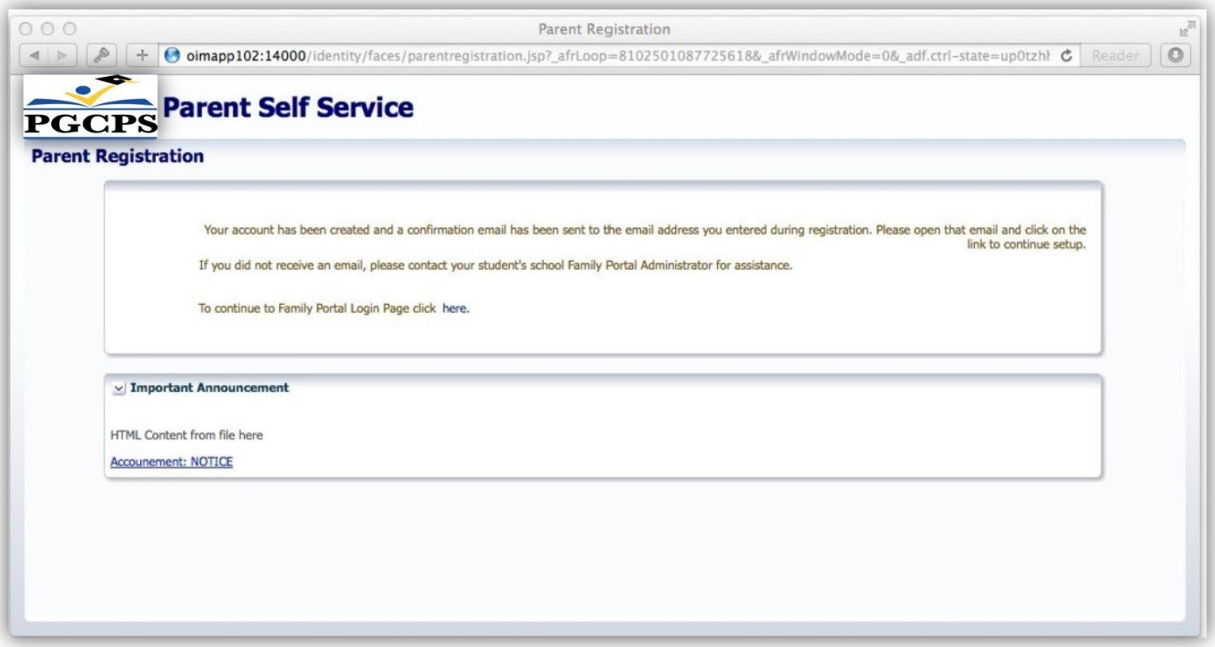


8. Select your name from the **Select Parent** drop-down list. If you do *not* see your name listed, contact the Registrar in the main office at your student's school.
9. Enter the **House Number**. This is the number portion of the street address for the student's primary residence.
10. Enter the five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

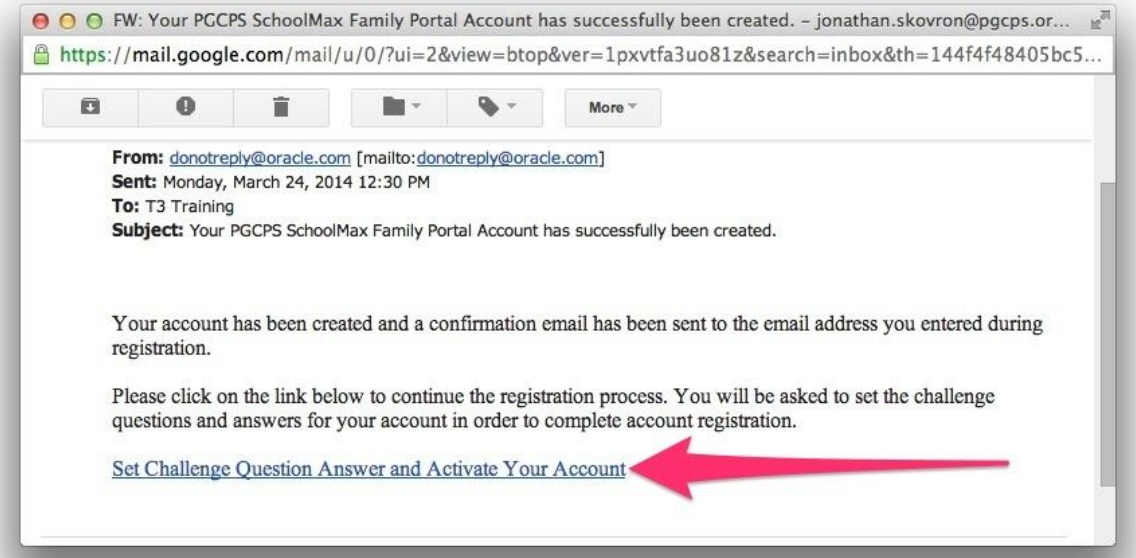


12. Enter your email address in the **User ID** text box.
13. Enter a **Password** in the text box. The password must be at least 8 characters.

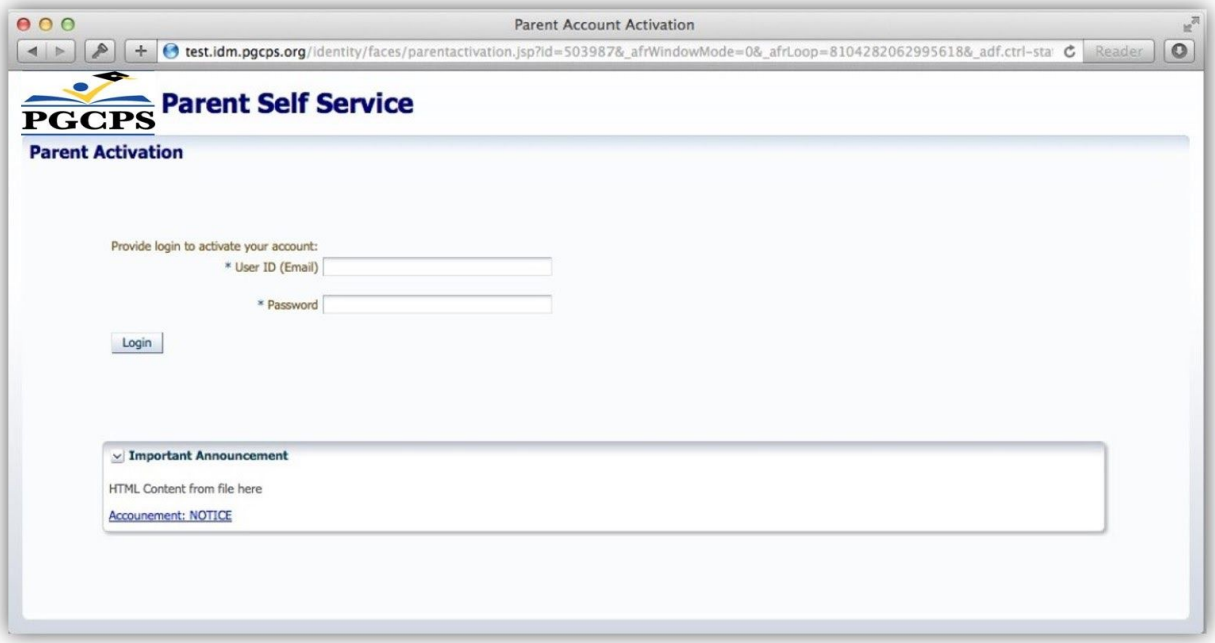
14. Re-enter the same password in the **Confirm Password** text box.
15. Click **Submit**.



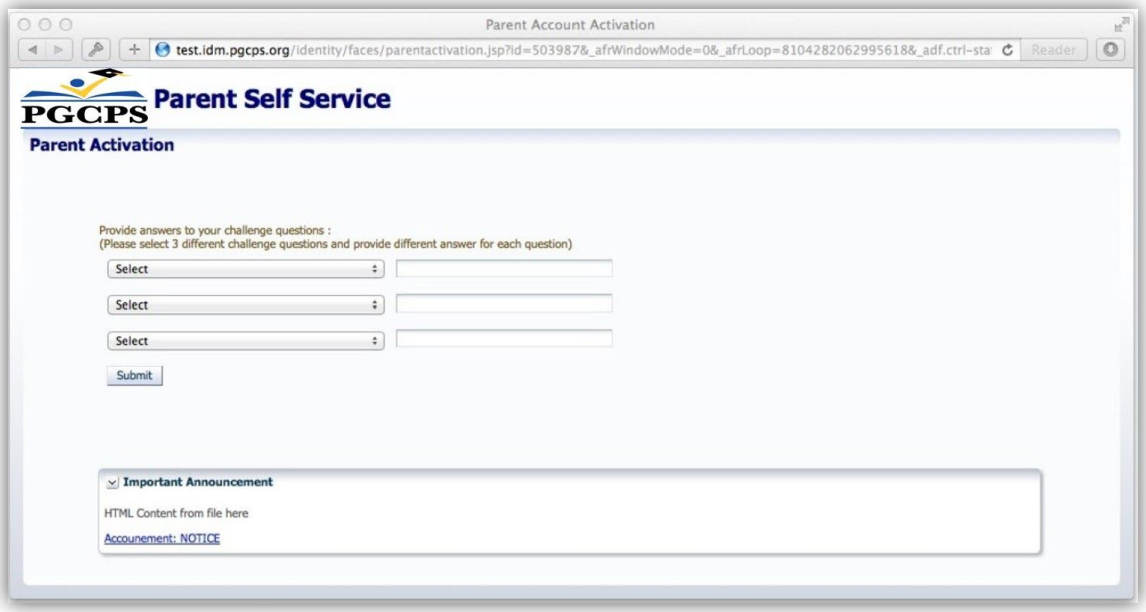
16. You receive a confirmation message that your account has been successfully created. To confirm that your email account is active and continue the registration process, you must log in and locate the email message with the subject “Your PGCPS SchoolMAX Family Portal Account has successfully been created”.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



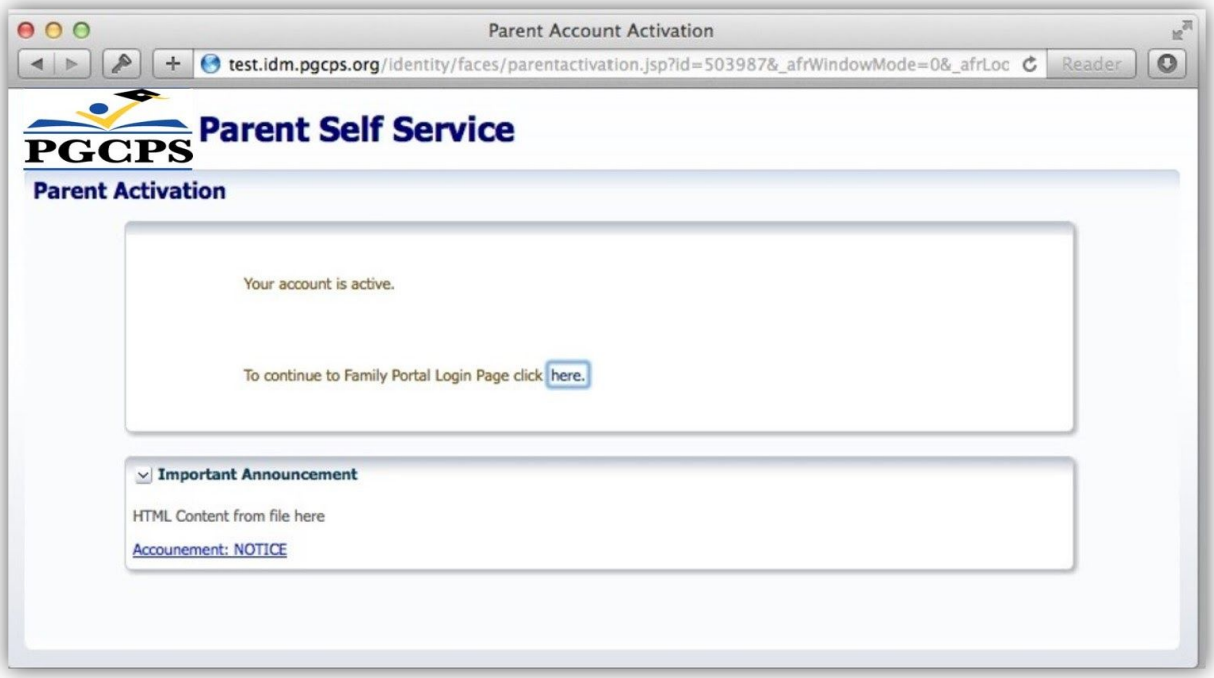
17. Open the email message and click the enclosed **Set Challenge Question Answer and Activate Your Account** link. *NOTE: The link can be used only once. If you click the link but do not complete the registration process at that time, you will need to repeat steps 1-15 again to receive a new email message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



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**.



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**.

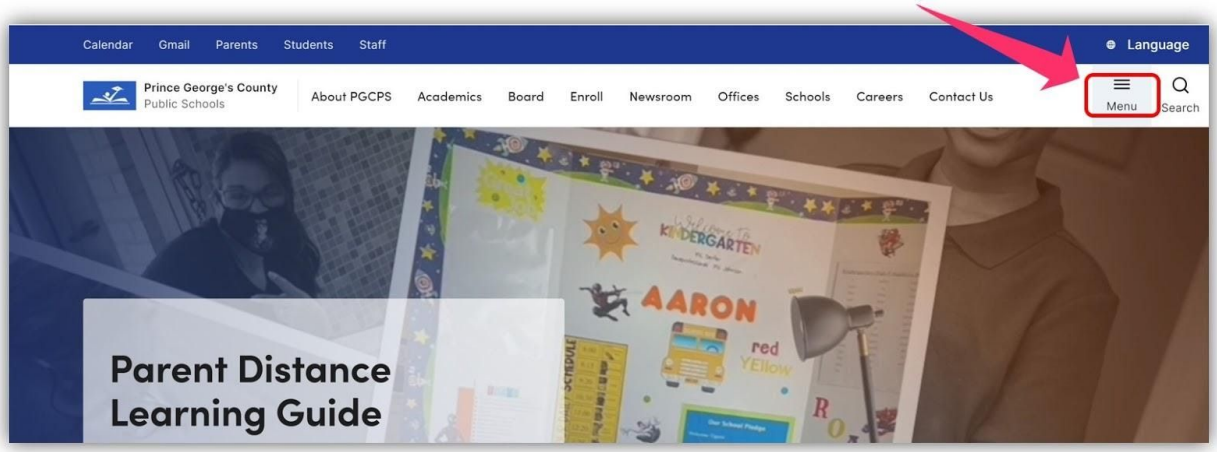


23. You receive a confirmation message that your account is active. Click the link to continue to the Family Portal Login page.

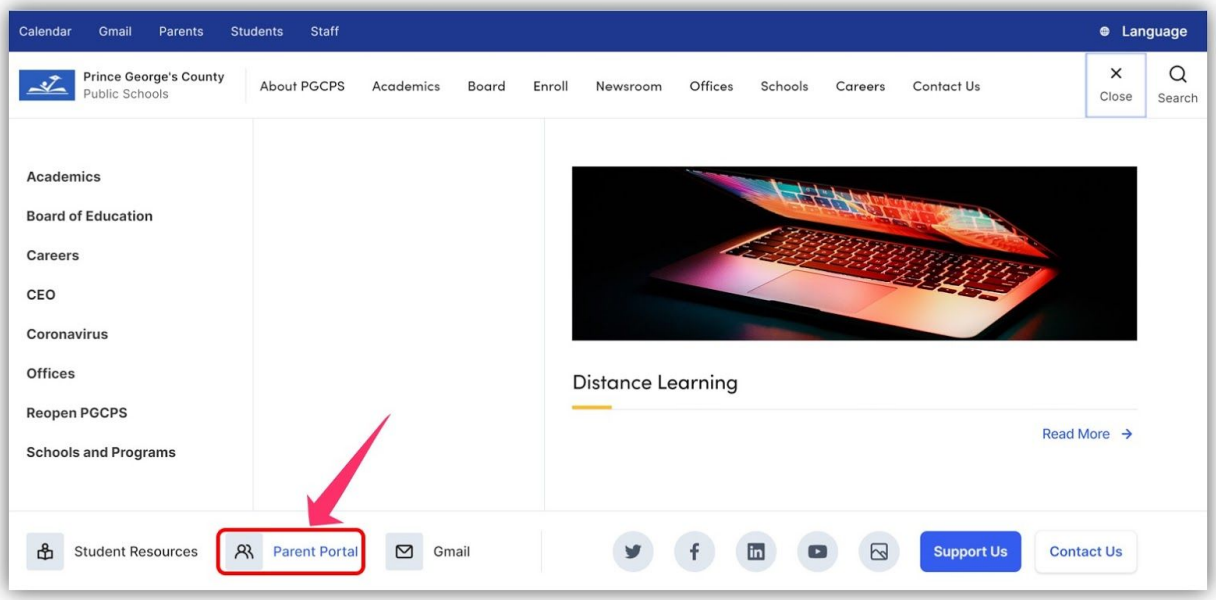
Using the Family Portal

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:

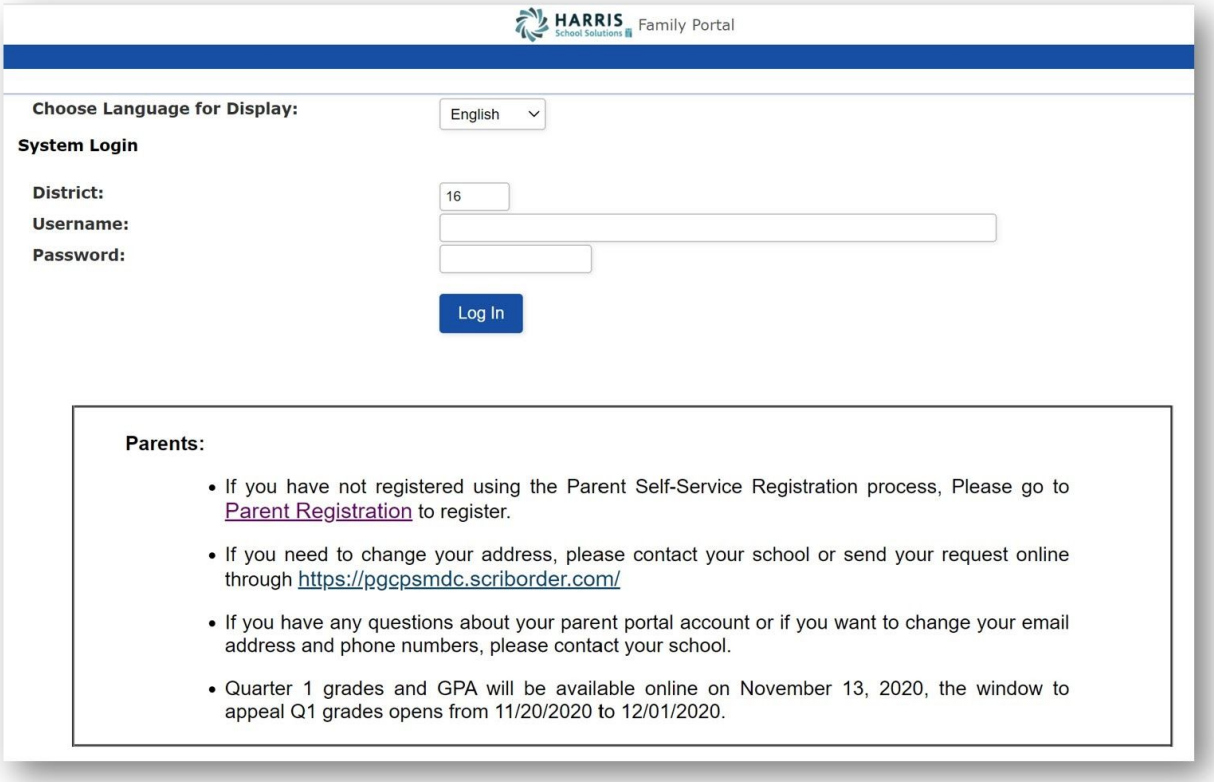
1. Go to www.pgcps.org



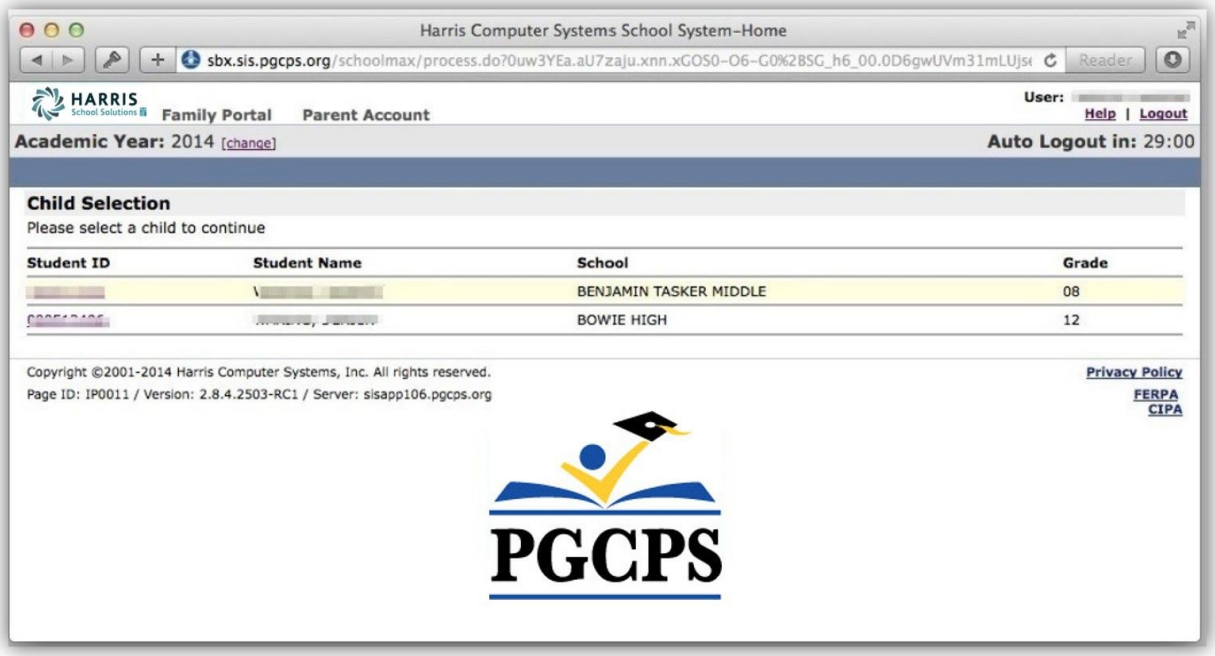
2. Click on the **Menu** tab at the top right.



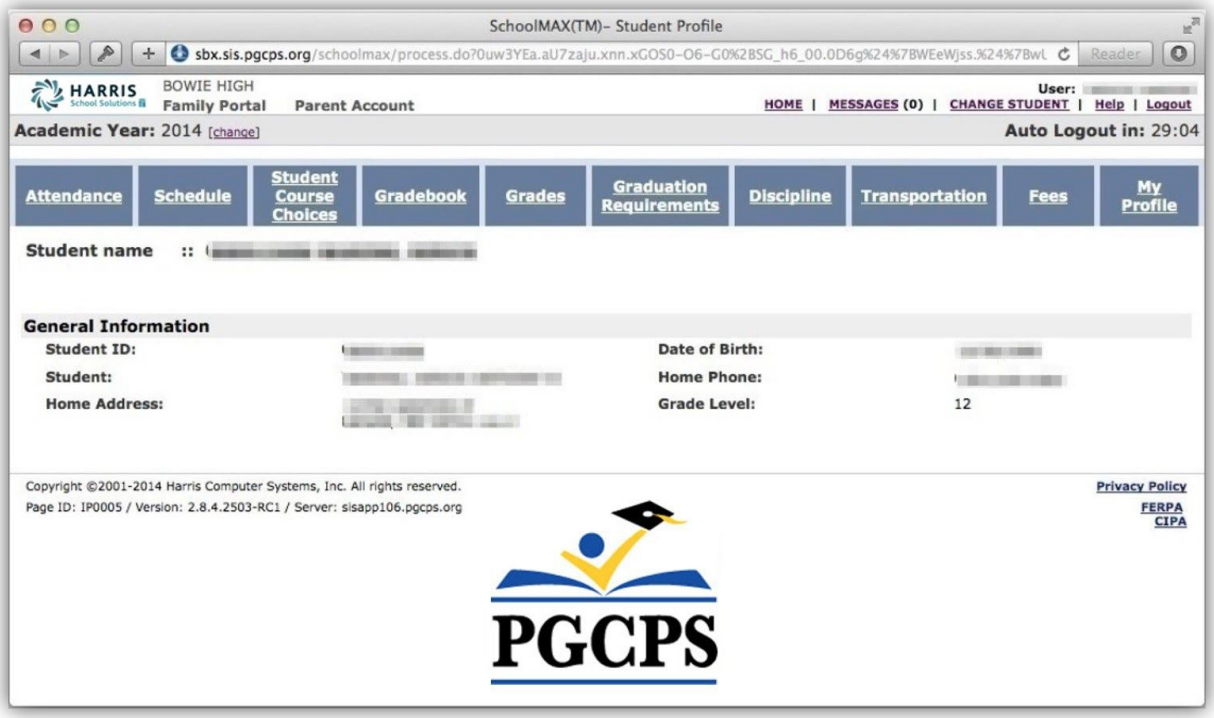
3. Click the **Parent Portal** link.



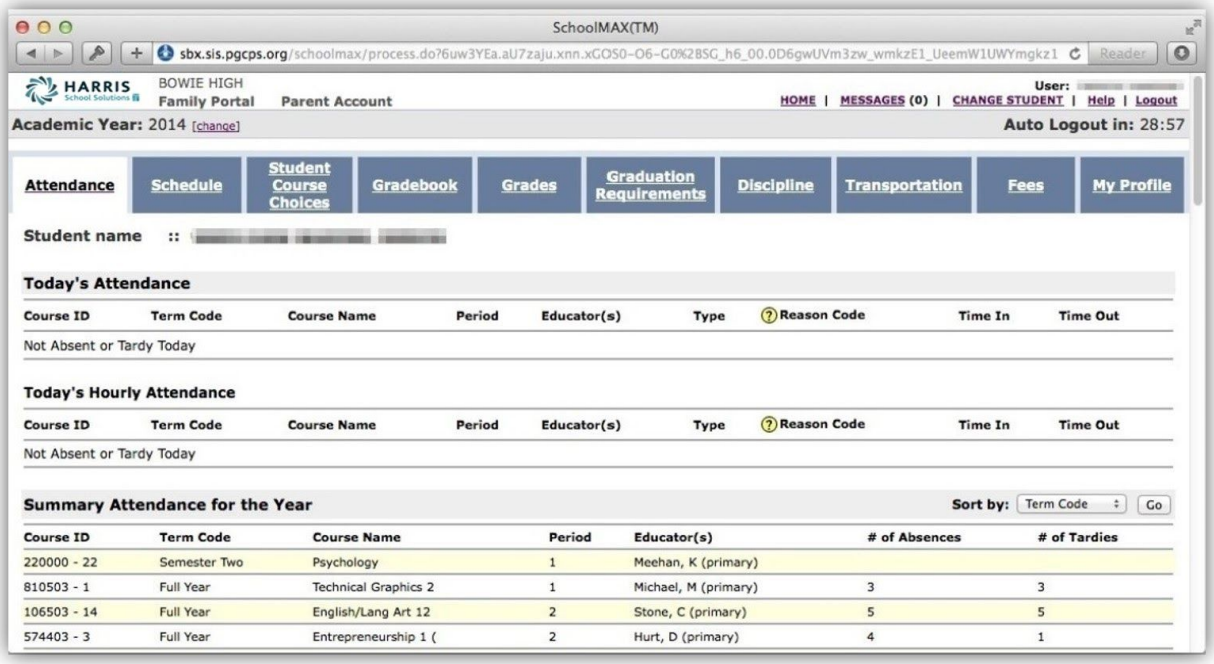
4. Enter your email address in the **Username** text box.
5. Enter your **Password**.
6. Click **Log In**.



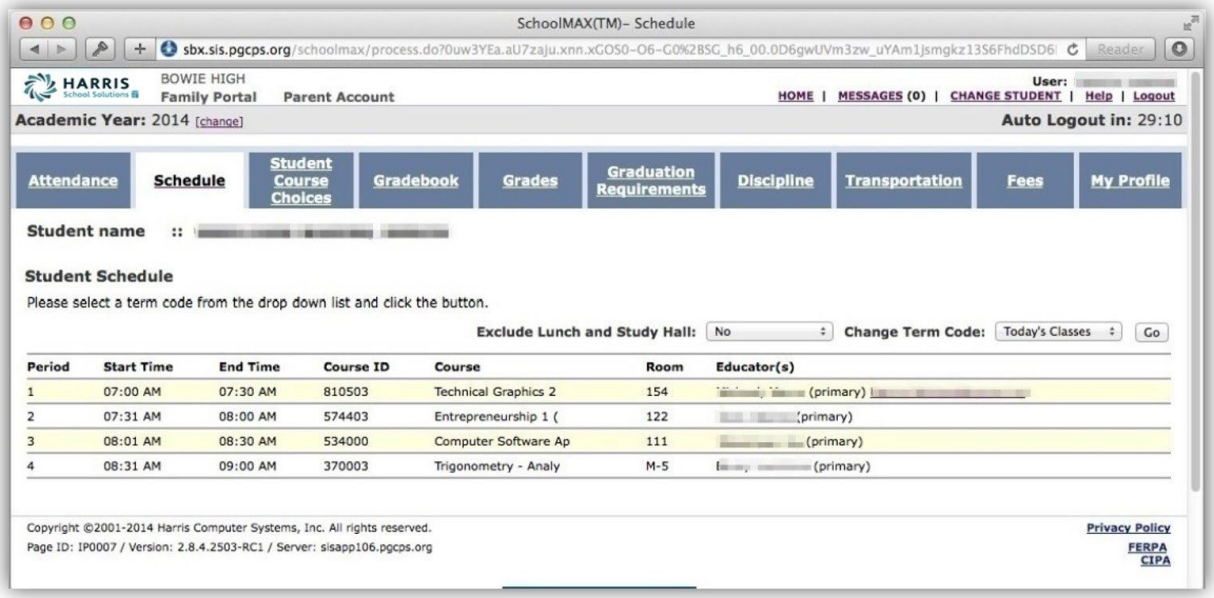
7. If you have more than one student enrolled in Prince George's County Public Schools, you should see them listed. If you are missing any students, contact the school registrar for the missing student. To view a student's records, click the **Student ID** number link.



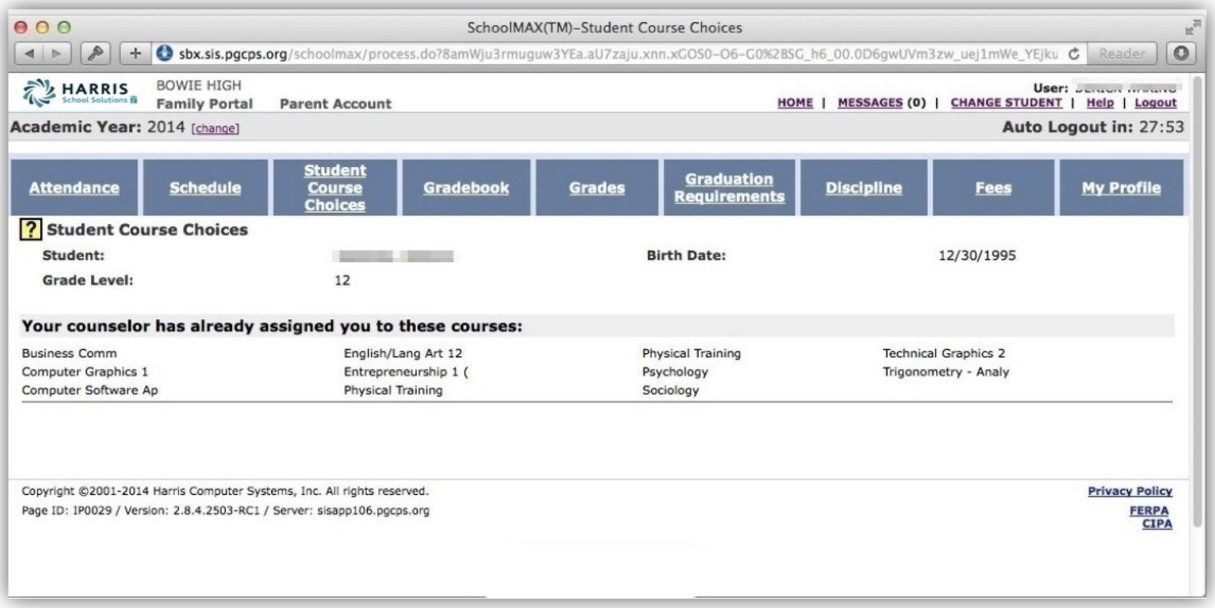
8. On the General Information page, you can find the student's ID number, primary address, contact phone number, and grade level.
9. To view attendance records, click on **Attendance**.



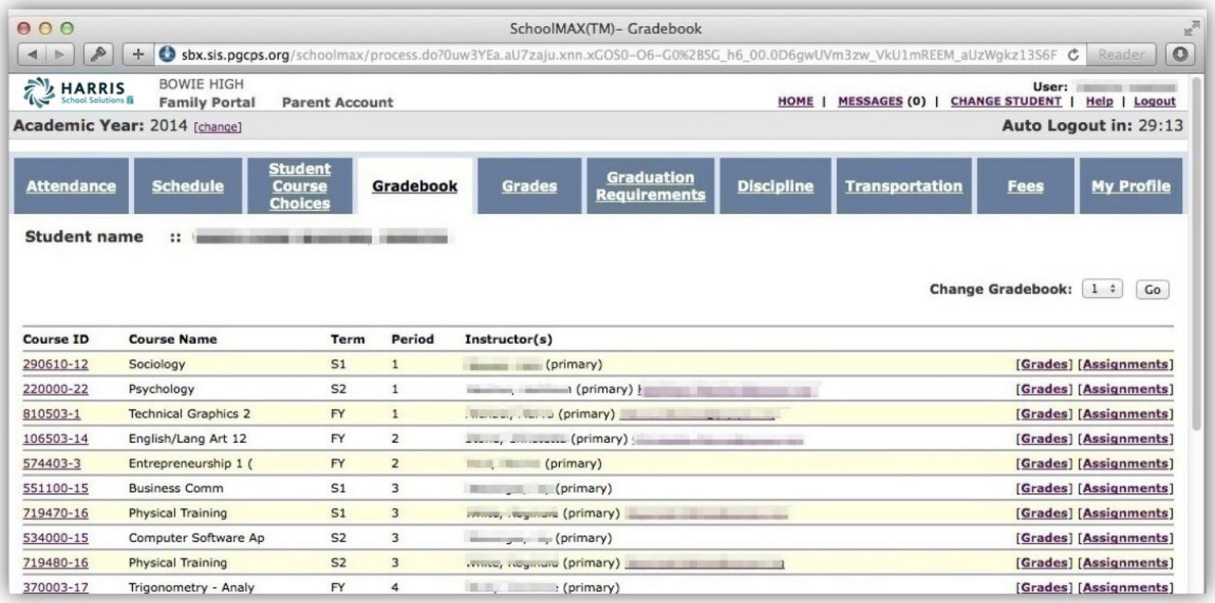
10. If your student has been marked tardy or absent today, it is listed at the top of the page. The number of absences and tardies for each course during this school year are listed next. Beneath that is a detailed list of all absences and tardies recorded for the current school year.
11. To view your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



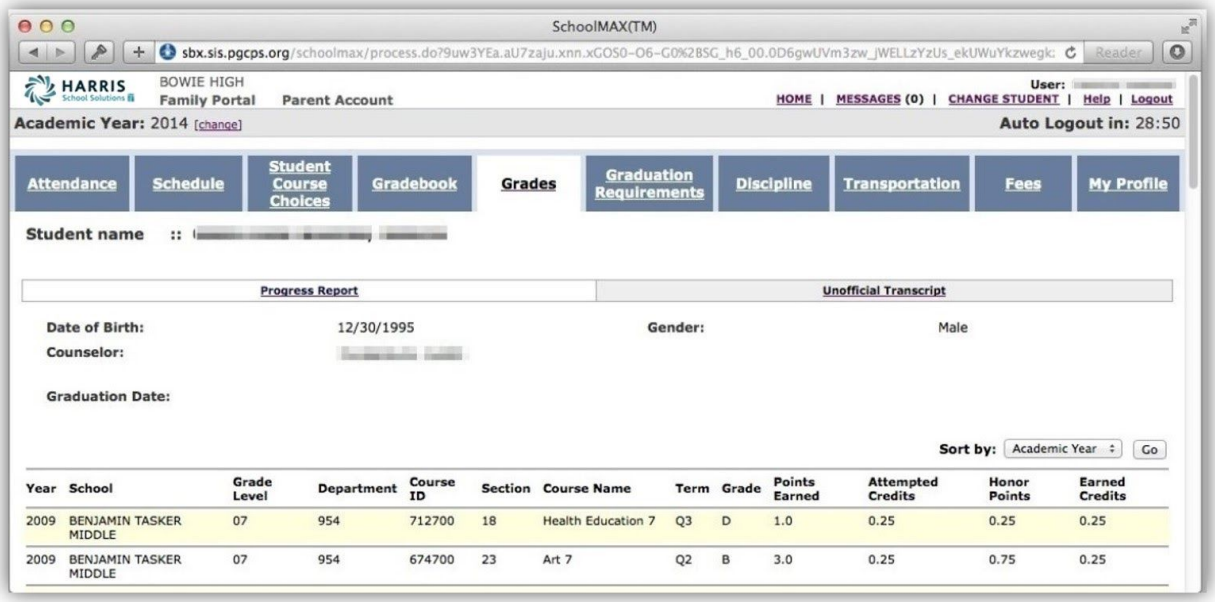
12. By default, the Schedule page shows today's courses. To see the full list of courses assigned to your student, select **All** from the **Change Term Code** drop-down list.
13. If your student's school offers course requests, you can see a list of your student's requests on the **Student Course Choices**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



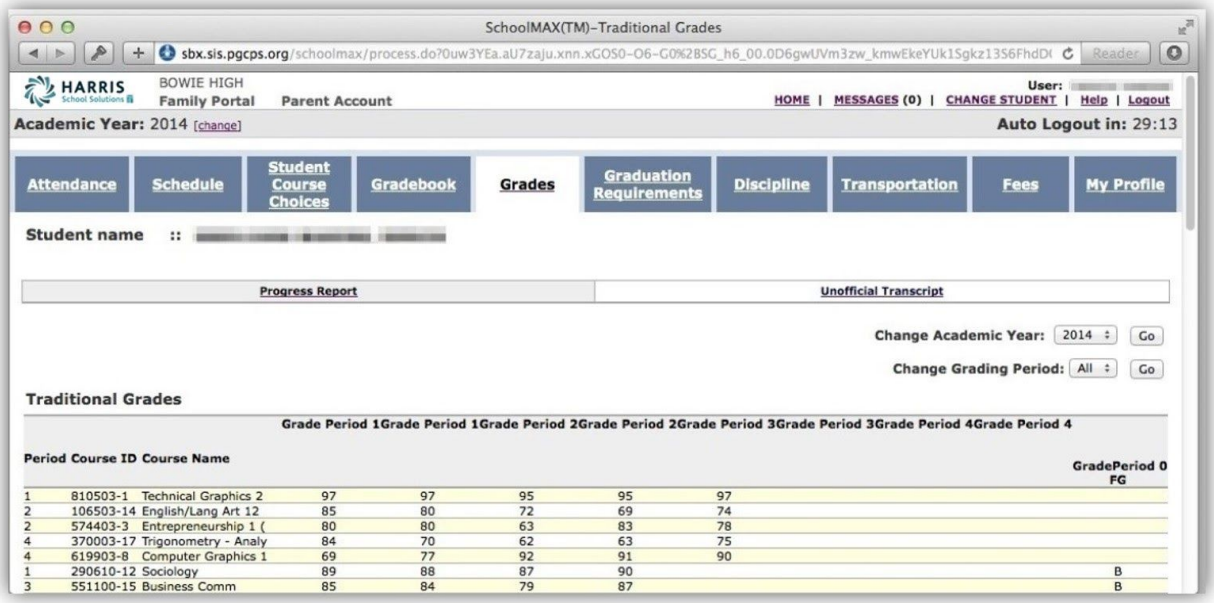
14. To view the scores and assignments for your student for the current quarter, click the **Gradebook** tab.



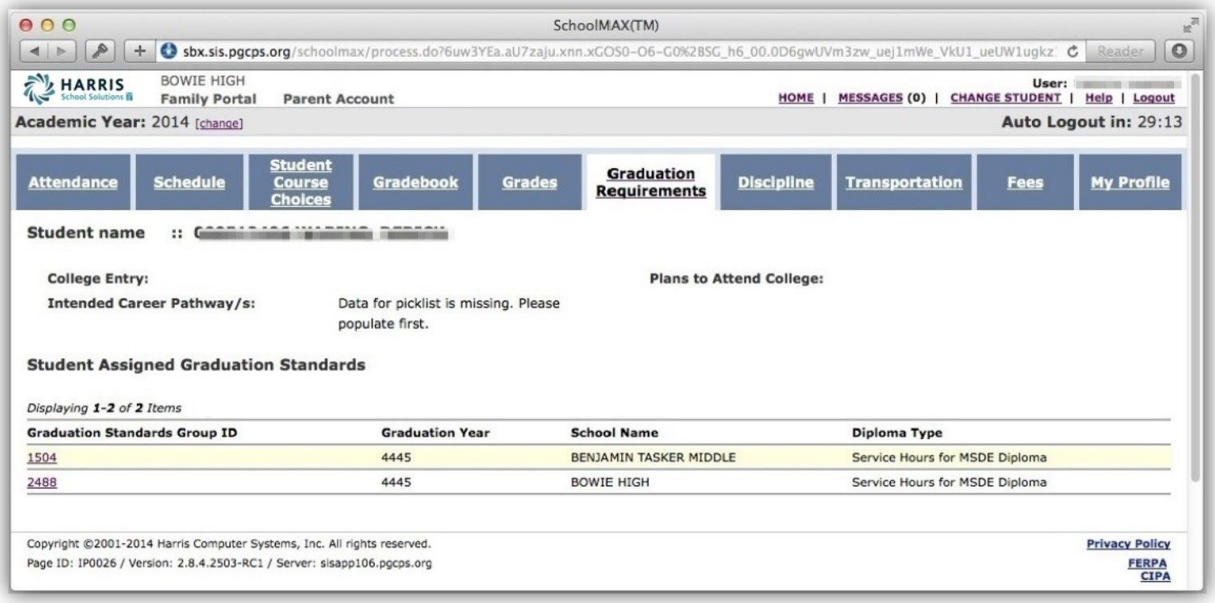
15. Locate the course you want to view and click either **Grades** or **Assignments** to view details.
16. To view report cards or an unofficial transcript, click the **Grade** tab.



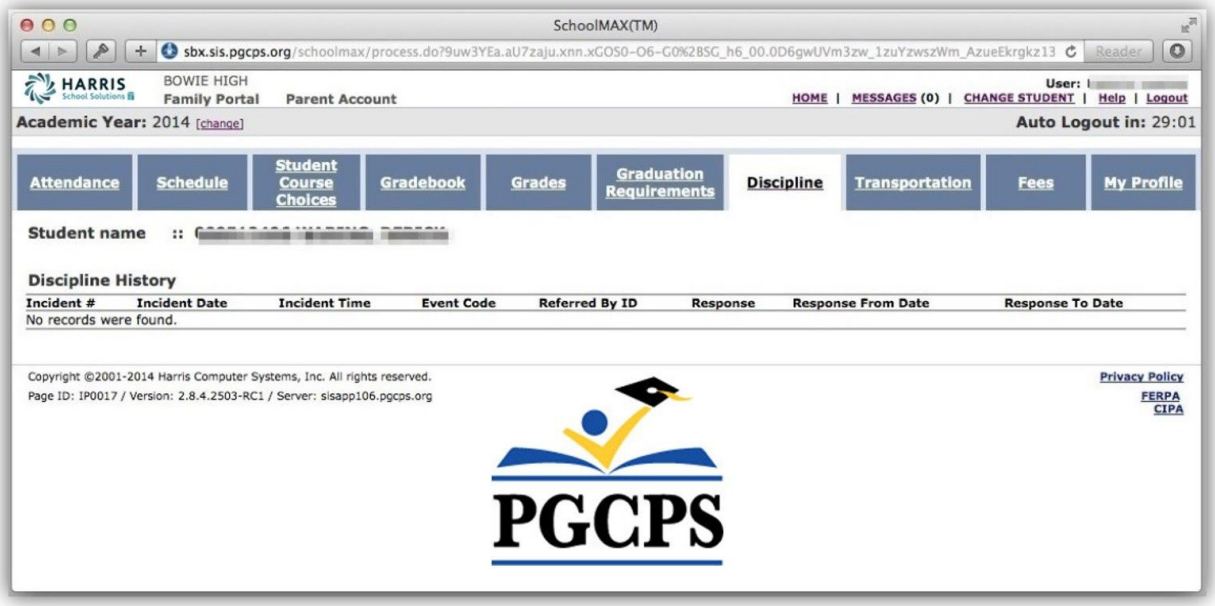
17. By default, the Grades tab shows the unofficial transcript, which shows final grades from each course, sorted by academic year. To see the reports cards or progress reports, click the **Progress Report** link.



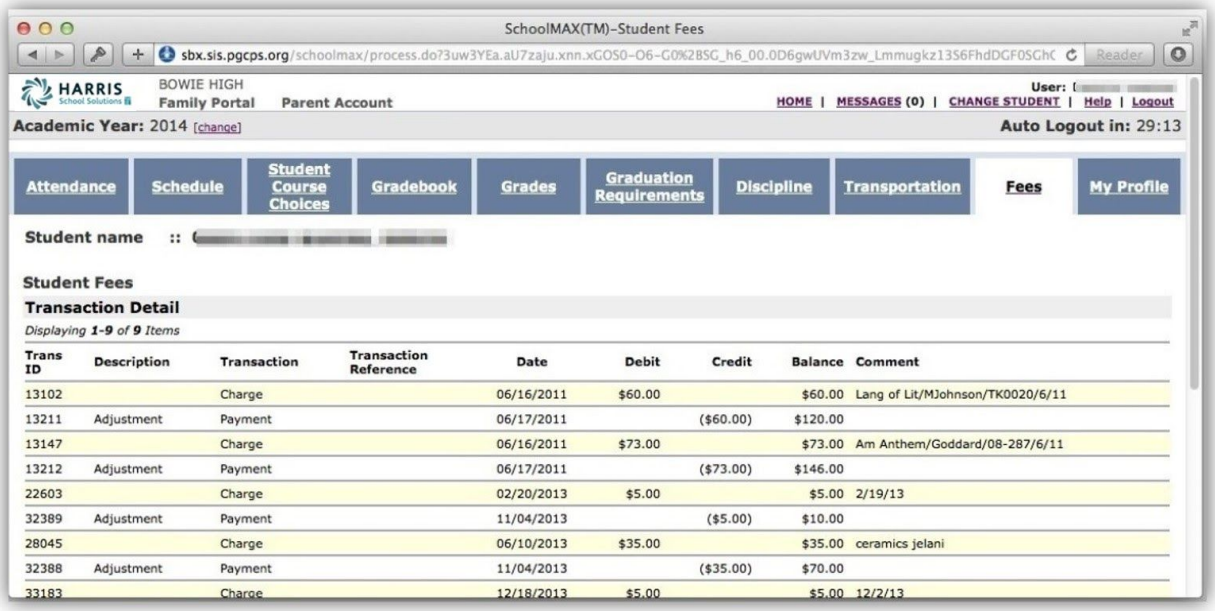
18. By default the Progress Report page shows the most recent published grades. To change either the academic year or the grading period, select it from the drop-down lists.
19. To check on graduation requirements such as service hours, click the **Graduation Requirements** tab.



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.

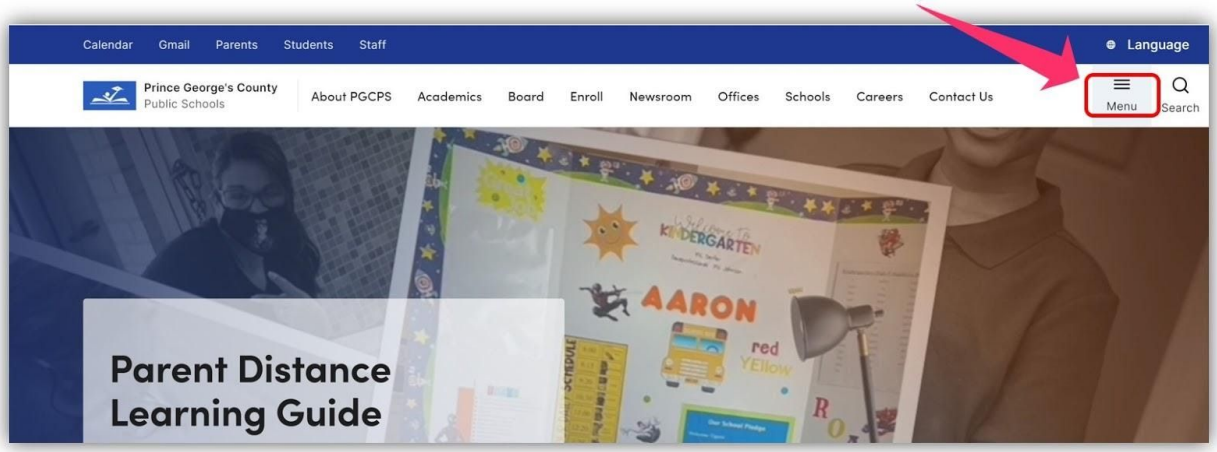


22. To view a different student in your household, click **Change Student**.

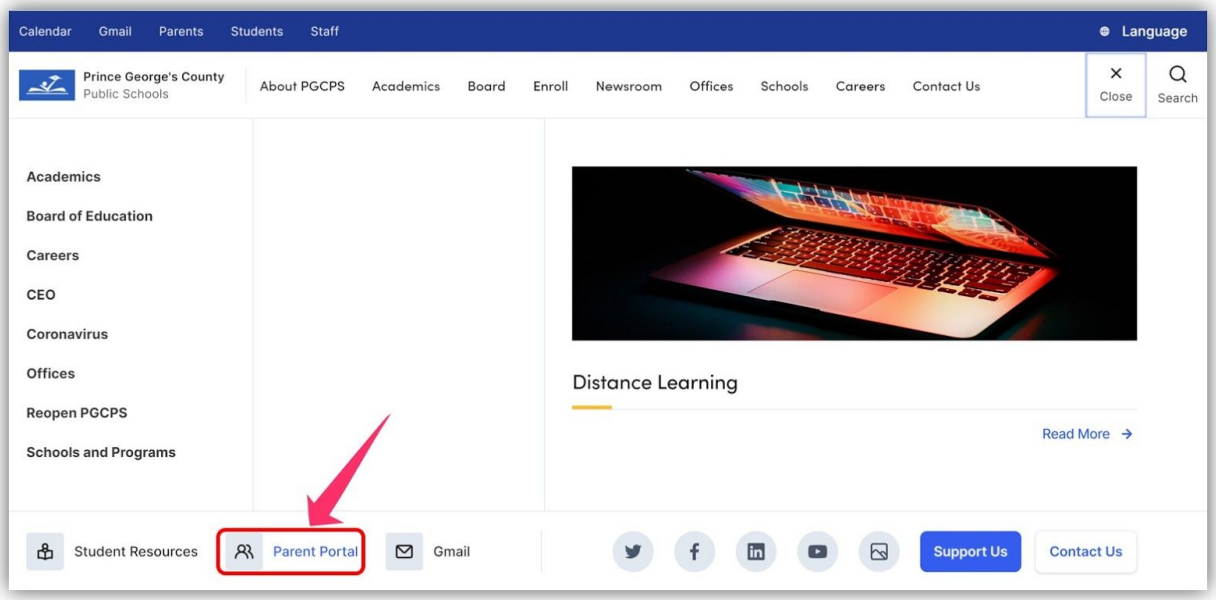
Forgot Password

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

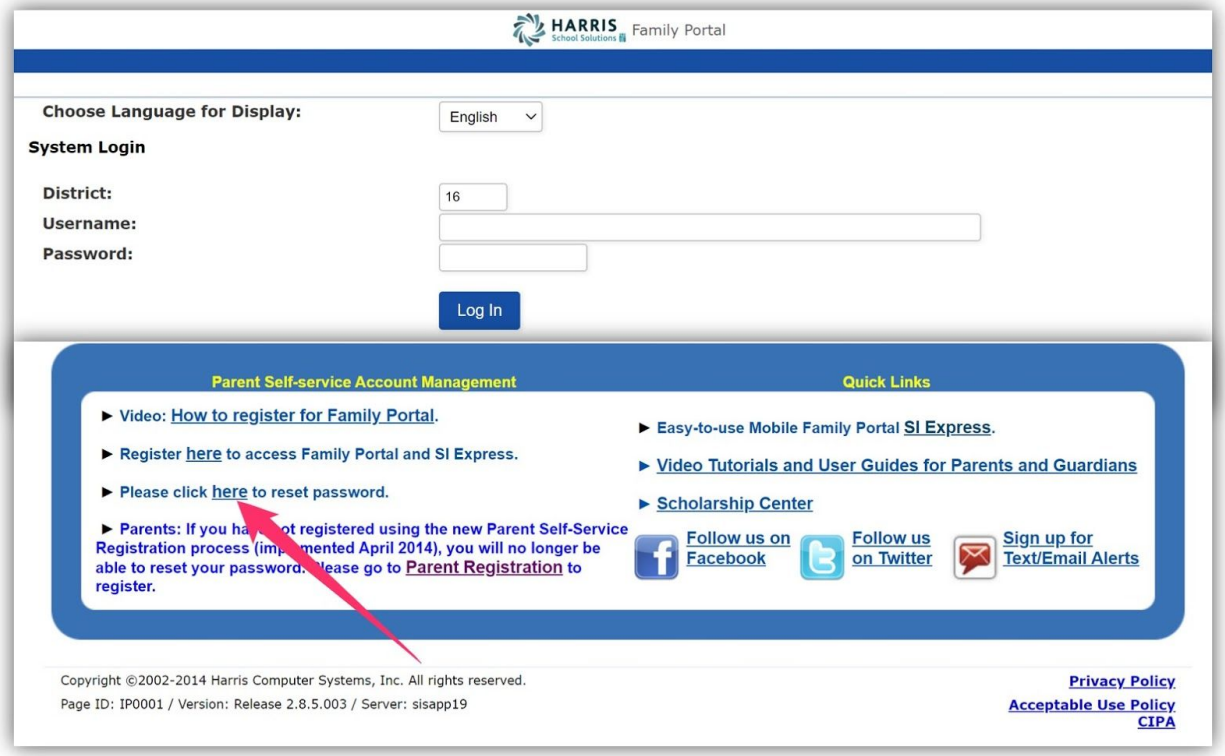
1. Go to www.pgcps.org



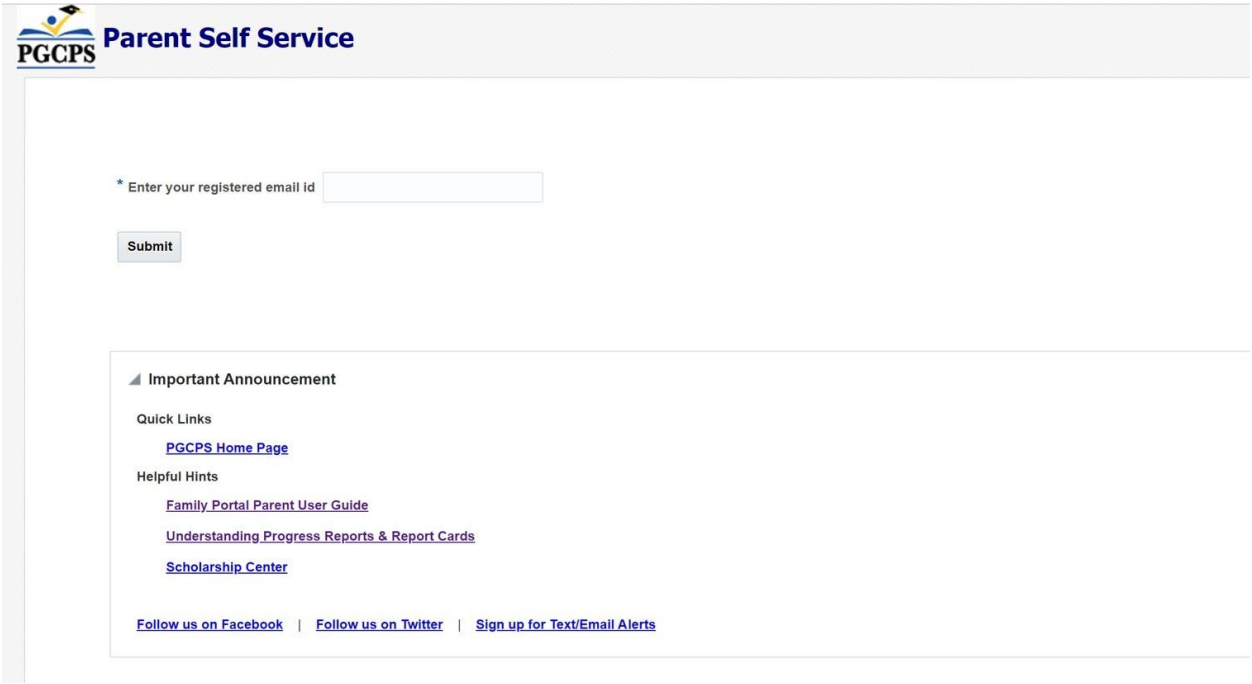
2. Click on the **Menu** tab at the top right.



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

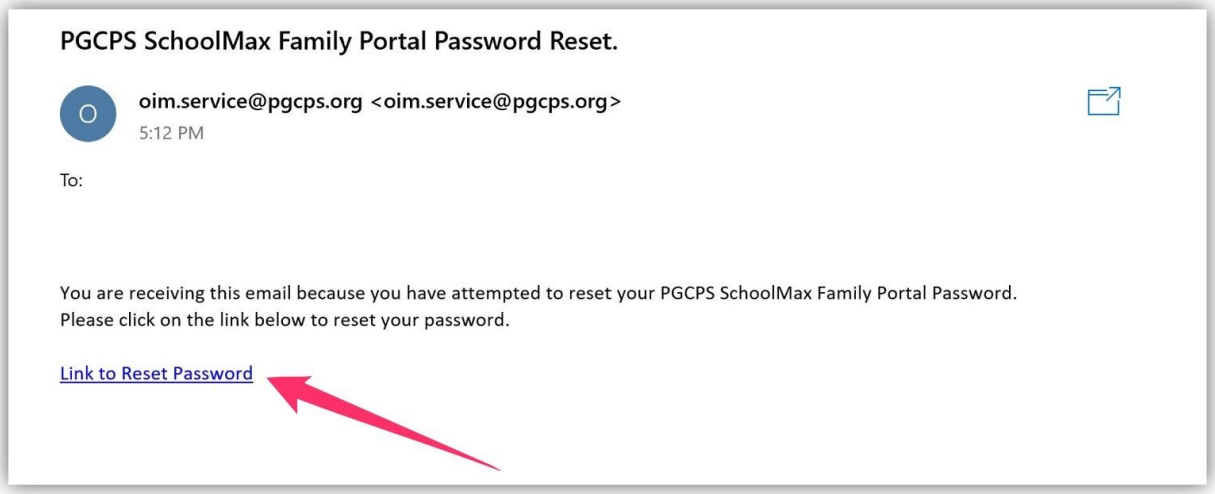


4. Click the **Please click here to reset password** link.

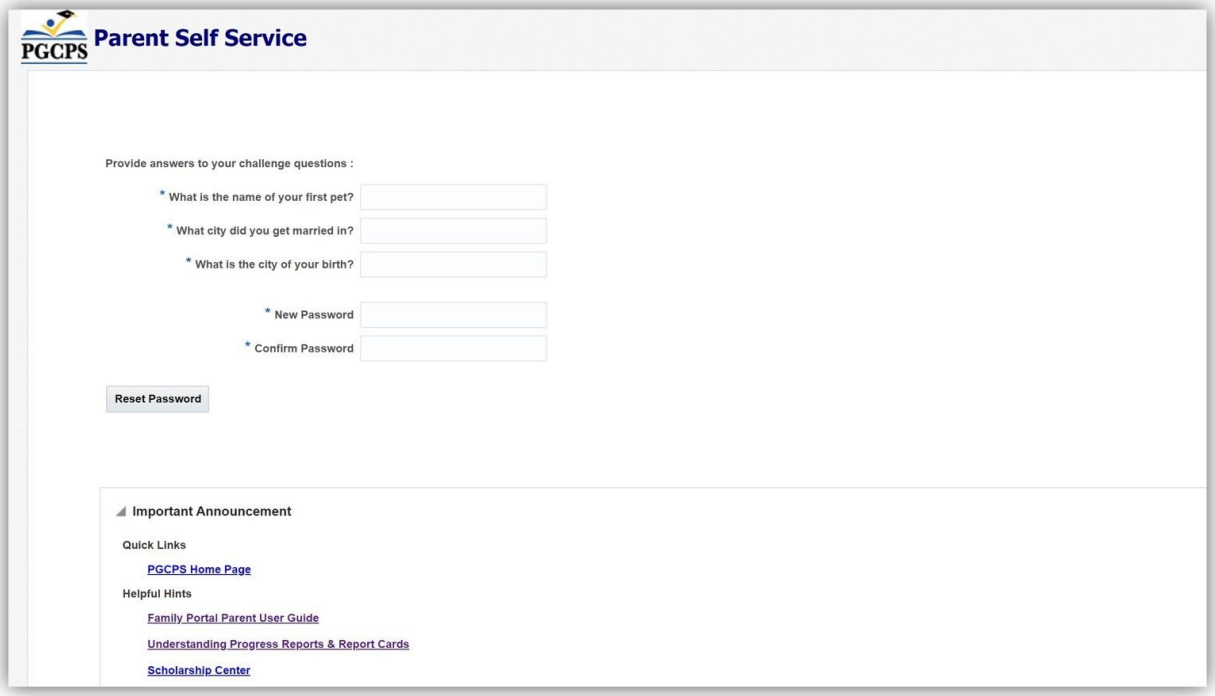


5. Enter your email address in the text box.
6. Click **Submit**.
7. Open your email and look for a message with the subject “PGCPS SchoolMax Family

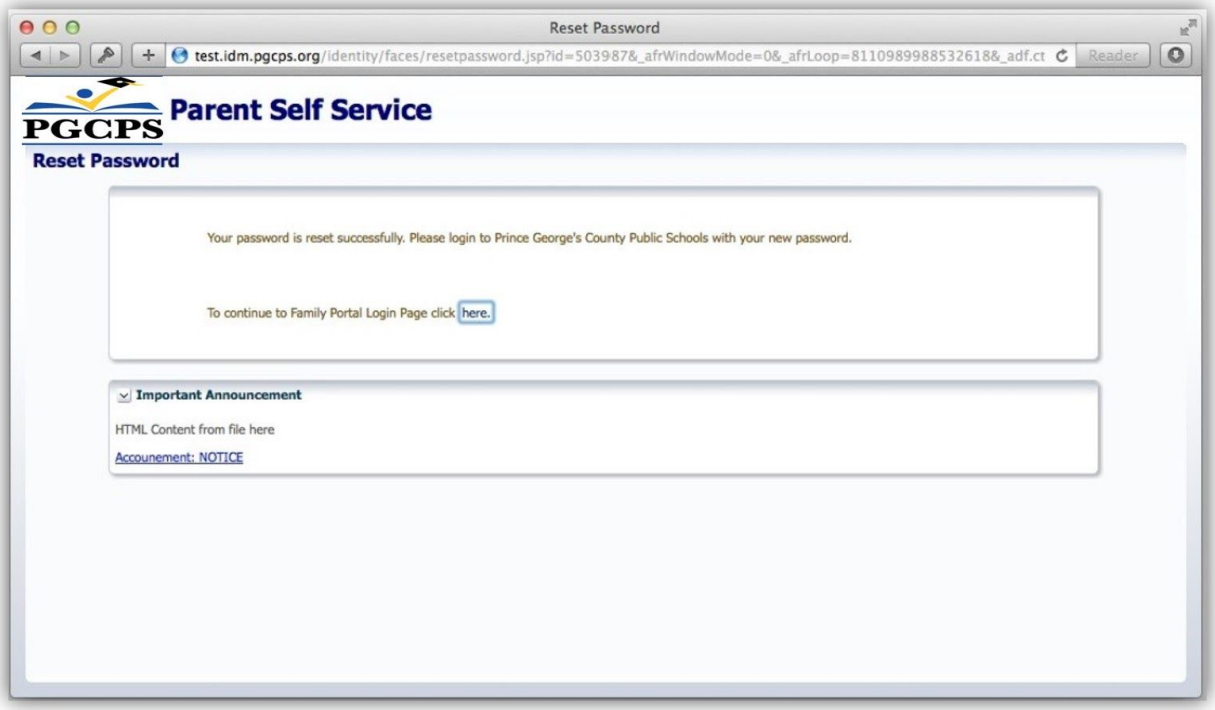
Portal Password Reset".



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.*



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.

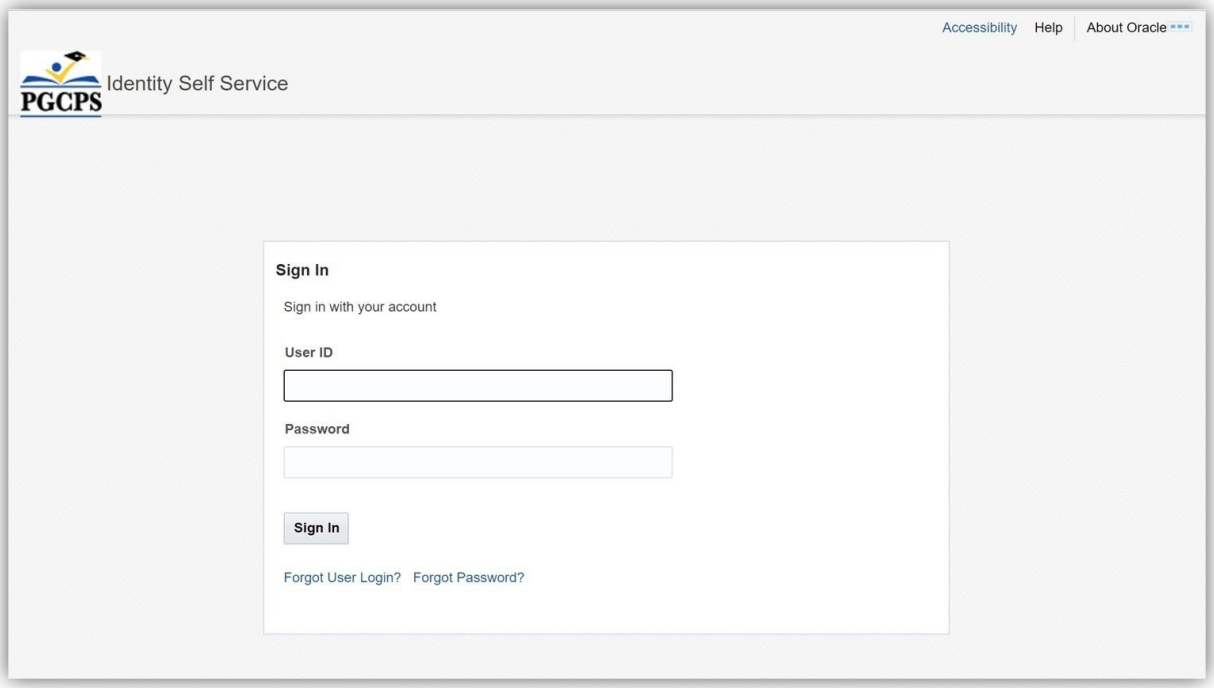


13. You receive a confirmation message that your password has been changed.

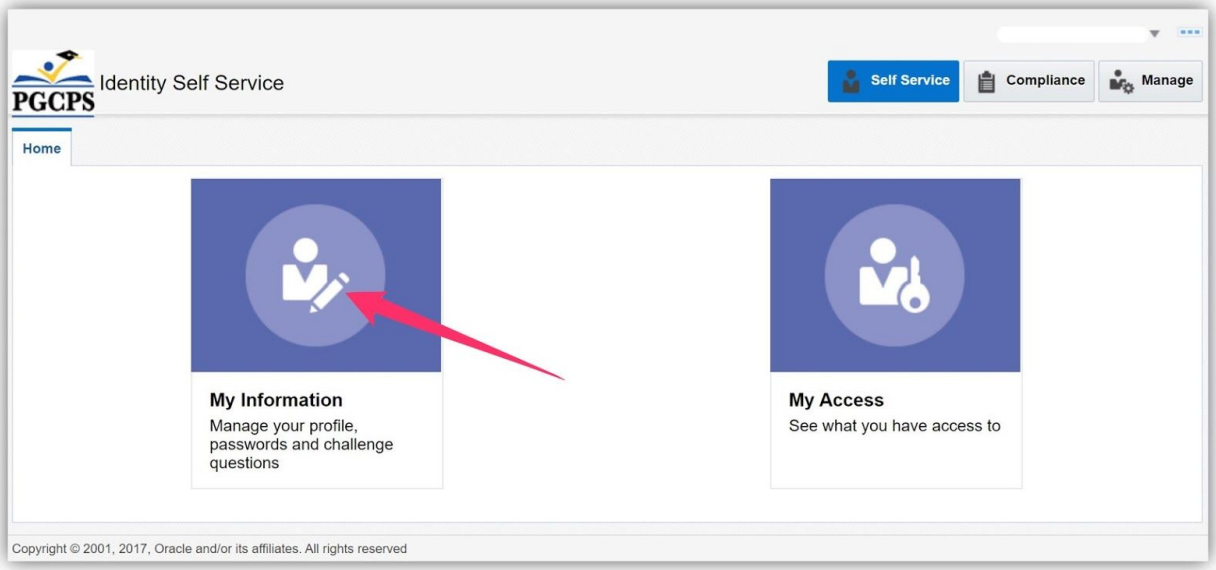
Changing Challenge Questions

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

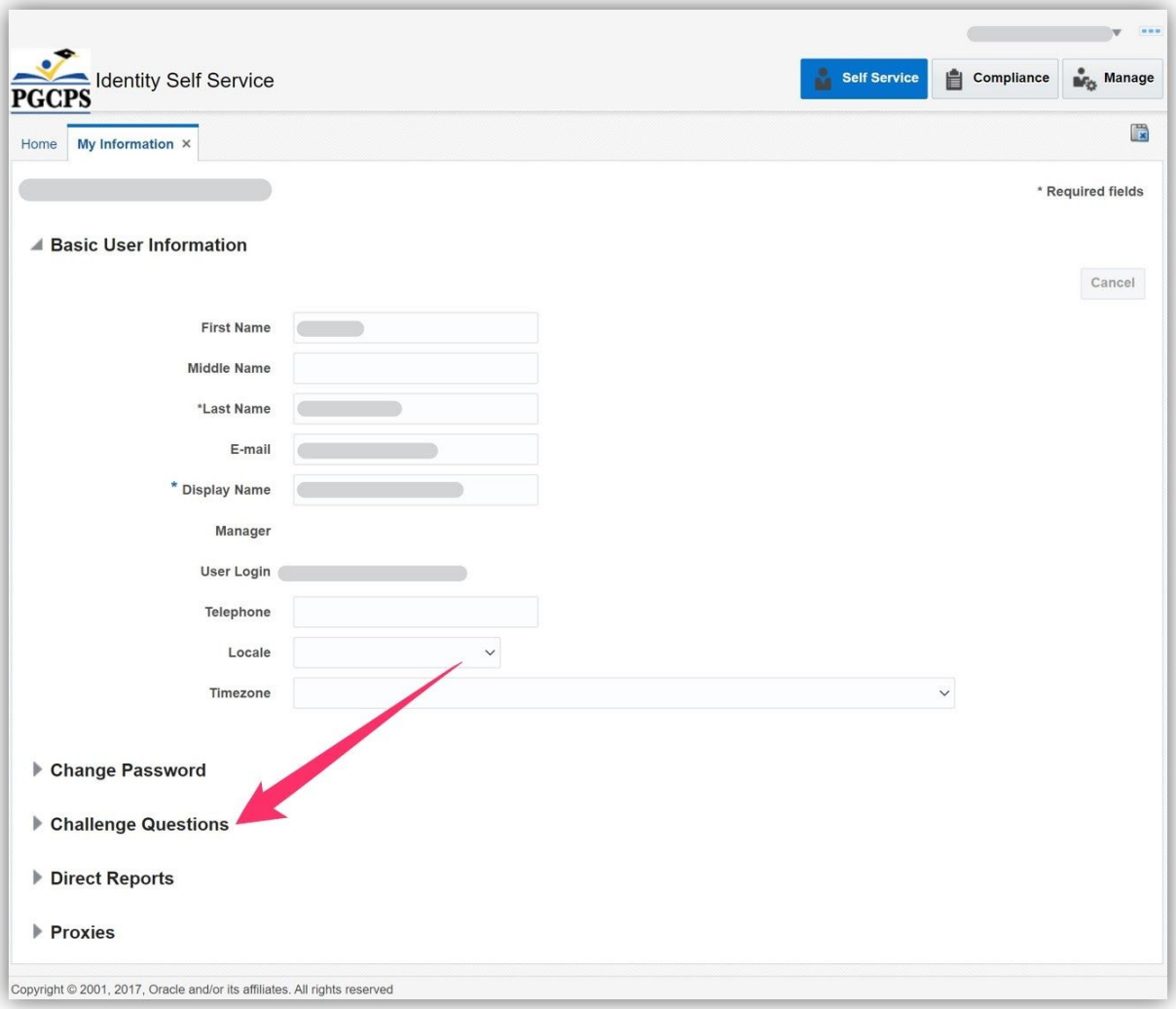
1. Go to https://idm.pgcps.org.



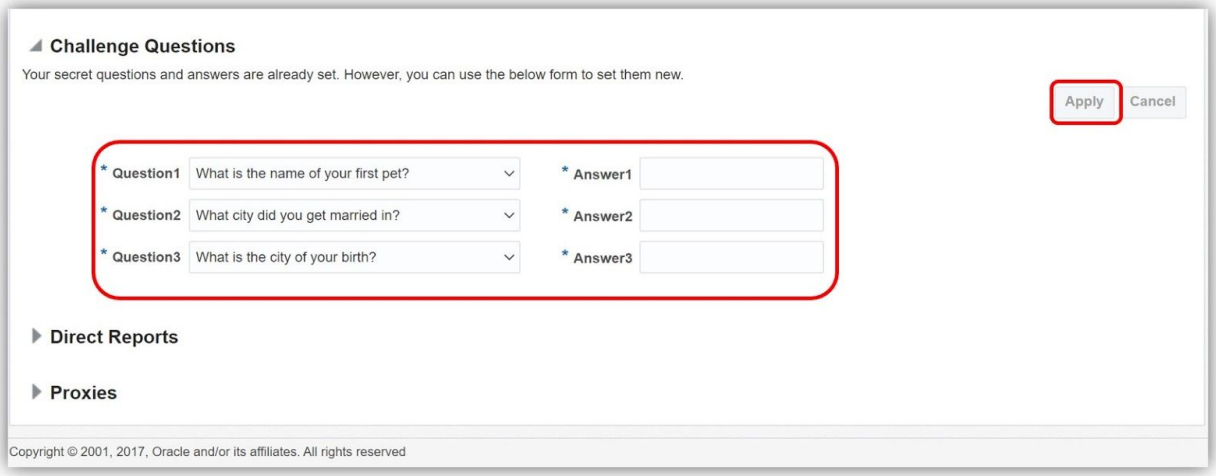
2. Enter your **User ID** and **Password**.
3. Click **Sign In**.



4. Click **My Information**.



5. Click **Challenge Questions**.



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.