

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.

Starting with the 2013-2014 School Year, Prince George's County Public Schools is instituting a new way for parents to register for the Family Portal that gives more autonomy to the parent, allowing them to reset their 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 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:

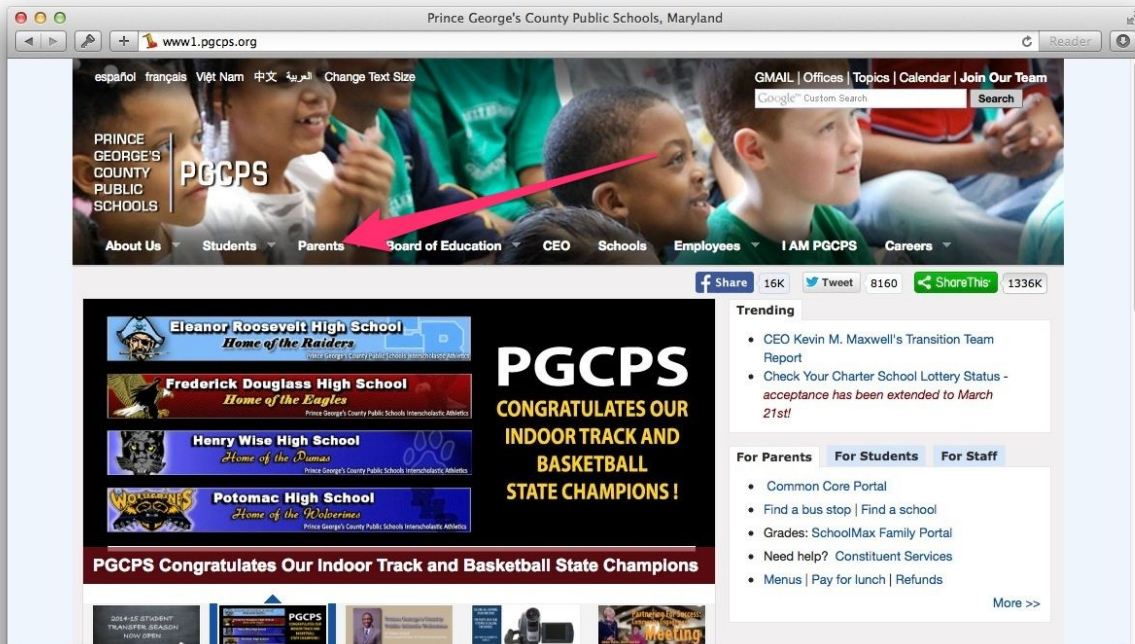
- An email address where you can check messages
- Your student's full legal name and nine digit student ID number, which can be found on the student report card or student ID card.
- Your student's birthdate.
- The full address for the student's primary residence. If the student has more than one household, as in the case of divorce, the system only allows one house to be designated

as the “primary”, even if the student spends equal times 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:

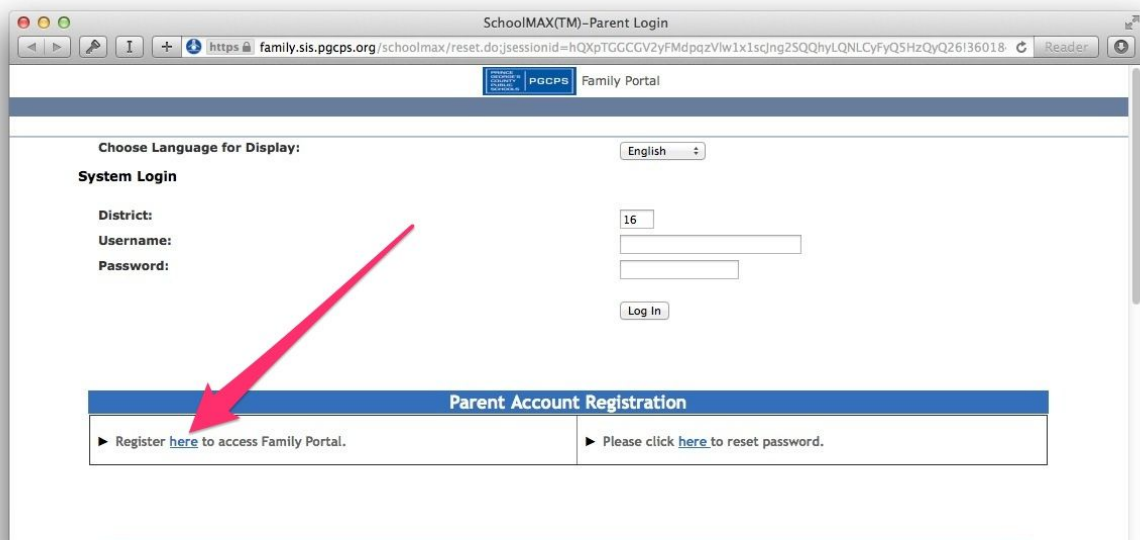
1. Go to www.pgcps.org.



2. Hover your cursor over the **Parent** tab.



3. Click the **SchoolMAX Family Portal** link.



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

PRINCE GEORGES COUNTY PUBLIC SCHOOLS PGCPs Parent Self Service

Parent Registration

Provide the following details :

* Student ID (9 digit Student ID. If you have 6 digit Student ID, add 3 leading zeros. Ex. 000123456)

* Date of Birth (MM/DD/YYYY)

✓ Important Announcement

HTML Content from file here

[Accounement: NOTICE](#)

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

PRINCE GEORGES COUNTY PUBLIC SCHOOLS 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 **Zipcode** of the student's primary address.
11. Click **Validate**.

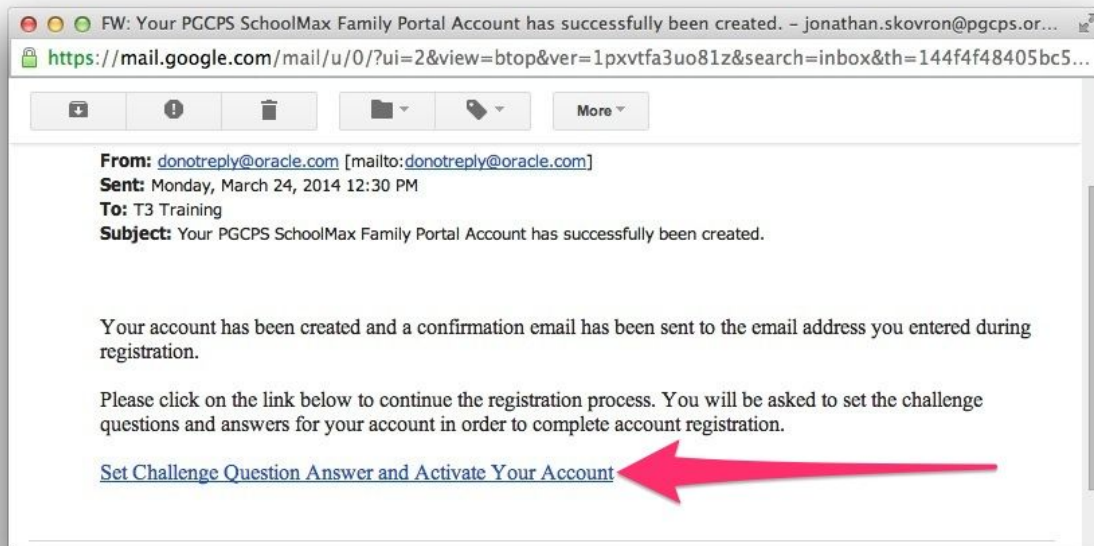
The screenshot shows a web browser window titled "Parent Registration" with the URL "oimapp102:14000/identity/faces/parentregistration.jsp?_afLoop=810250108725618&_afWindowMode=0&_adf.ctrl-state=up0tzhl". The page header includes the PGCPs logo and "Parent Self Service". The main heading is "Parent Registration". The form contains three required fields: "* User ID (Email)", "* Password", and "* Confirm Password", each with a text input box. The Password and Confirm Password fields have a note "(Minimum 8 characters)". Below the fields is a "Submit" button. At the bottom, there is an "Important Announcement" section with a dropdown arrow, containing the text "HTML Content from file here" and a link "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**.

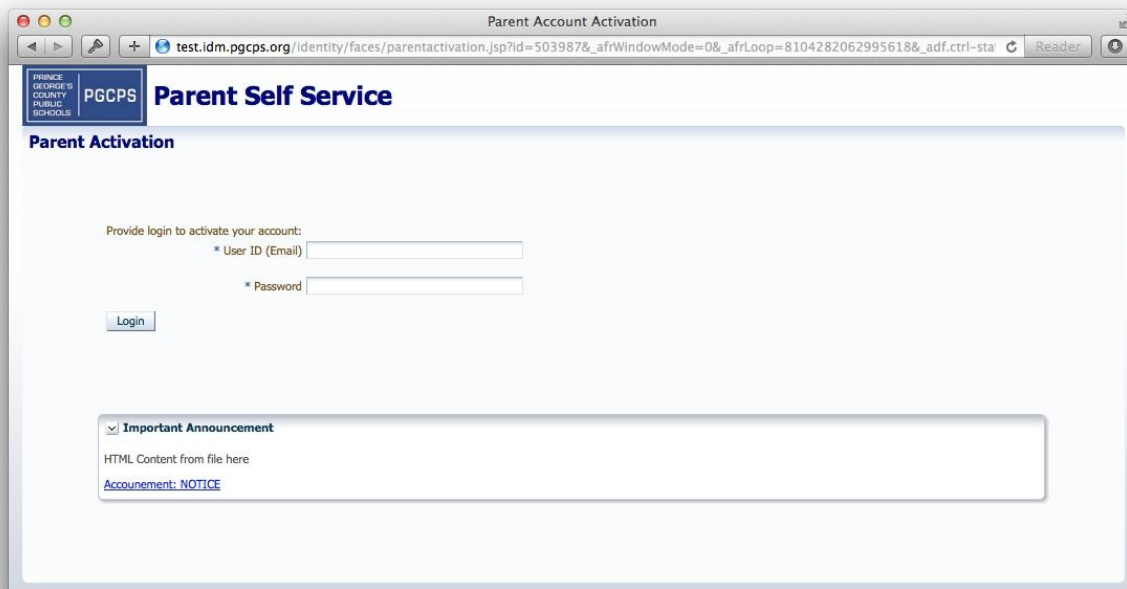
The screenshot shows the same web browser window after submission. The form fields are now empty. A large message box in the center states: "Your account has been created and a confirmation email has been sent to the email address you entered during registration. Please open that email and click on the link to continue setup." Below this, it says: "If you did not receive an email, please contact your student's school Family Portal Administrator for assistance." and "To continue to Family Portal Login Page click [here](#)." The "Important Announcement" section at the bottom remains the same, showing "HTML Content from file here" and the link "Accounement: 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.



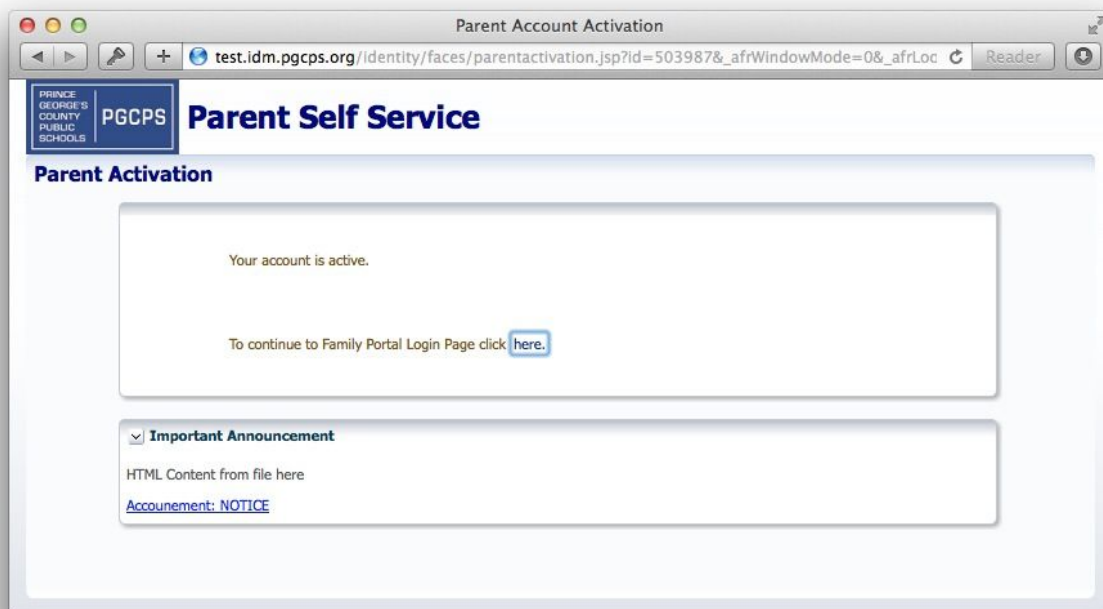
17. Open the email message and click the enclosed **Set Challenge Question Answer and Activate Your Account** link. *NOTE: The link can be used only once. If you click the link but do not complete the registration process at that time, you will need to repeat steps 1-15 again to receive a new email message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



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 a web browser window titled "Parent Account Activation". The address bar displays 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 the text "Parent Self Service". Below the header, the section "Parent Activation" is displayed. The main content area contains a form for challenge questions with the instruction: "Provide answers to your challenge questions : (Please select 3 different challenge questions and provide different answer for each question)". There are three rows, each with a "Select" dropdown menu and a text input field. A "Submit" button is located below the third row. At the bottom of the form, there is an "Important Announcement" section with a link to "Accouncement: 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**.

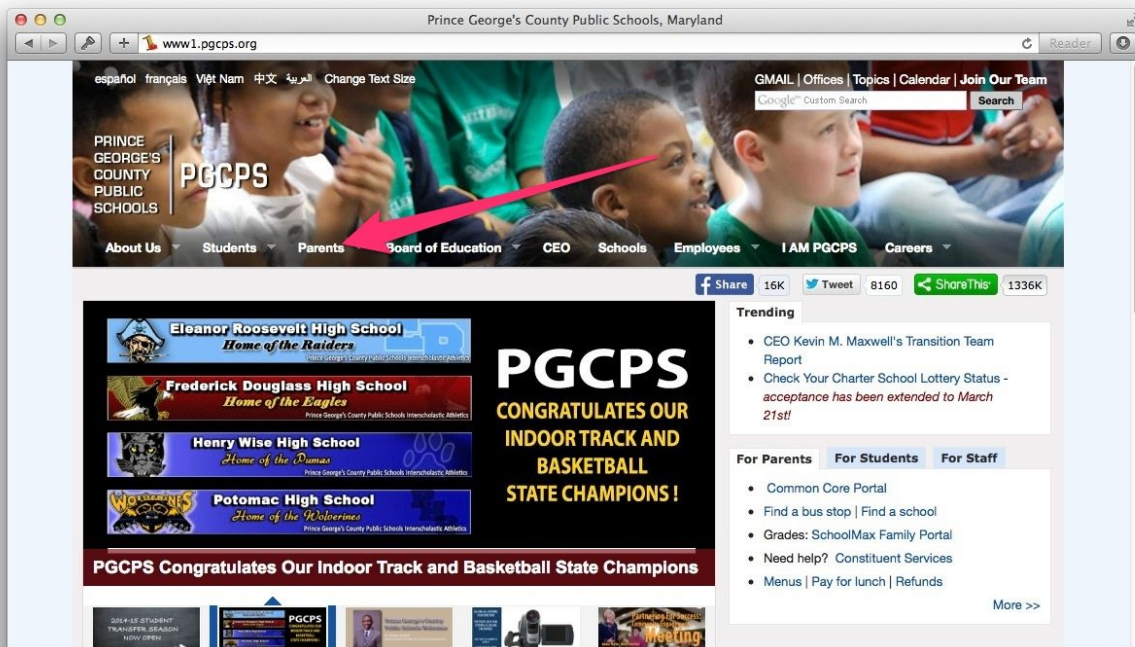


23. You receive a confirmation message that your account is active. Click the link to continue to the Family Portal Login page.

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. Hover your cursor over the **Parents** tab.



3. Click the **SchoolMAX Family Portal** link.

SchoolMAX(TM)-Parent Login

https://family.sis.pgcps.org/schoolmax/reset.do?sessionId=hQXpTGCGV2yFMdpqzVlw1x1scjng25QqhyLQNLcyFyQ5HzQyQ26i36018

PGCPS Family Portal

Choose Language for Display: English

System Login

District: 16

Username:

Password:

Log In

Parent Account Registration

Register [here](#) to access Family Portal.

Please click [here](#) to reset password.

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_00.0D6gwUVm31mLUjs

PGCPS 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
		BENJAMIN TASKER MIDDLE	08
		BOWIE HIGH	12

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Privacy Policy FERPA CIPA

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPS

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.

SchoolMAX(TM) - Student Profile

sbx.sis.pgcps.org/schoolmax/process.do?0uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2BSC_h6_00.0D6g%24%7BWEEWjss.%24%7Bwl

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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PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPs

Privacy Policy FERPA CIPA

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**.

SchoolMAX(TM)

sbx.sis.pgcps.org/schoolmax/process.do?6uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2BSC_h6_00.0D6gwUVm3zw_wmkzE1_UeemW1UWYmgkz1

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.xGOS0-O6-C0%2BSG_h6_00.0D6gwUVm3zw_uYAm1jsmgkz13S6FhdDSD6i

BOWIE HIGH
Family Portal Parent Account

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

Academic Year: 2014 [change] Auto Logout in: 29:10

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.xGOS0-O6-C0%2BSG_h6_00.0D6gwUVm3zw_uej1mWe_YEjku

BOWIE HIGH
Family Portal Parent Account

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

Academic Year: 2014 [change] Auto Logout in: 27:53

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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Privacy Policy FERPA CIPA

PRINCE GEORGE'S

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

SchoolMAX(TM) - Gradebook

sbx.sis.pgcpb.org/schoolmax/process.do?uww3YEa.aU7zaju.xnn.xGOS0-O6-C0%2B5G_h6_00.0D6gwUvm3zw_VkU1mREEM_aUzWgkz1356F

BOWIE HIGH
Family Portal Parent Account

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

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

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

Student name :: [redacted]

Change Gradebook: 1 [down arrow] Go

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

SchoolMAX(TM)

sbx.sis.pgcpb.org/schoolmax/process.do?uww3YEa.aU7zaju.xnn.xGOS0-O6-C0%2B5G_h6_00.0D6gwUvm3zw_jWELLzYzUs_ekUWuYkzwegk

BOWIE HIGH
Family Portal Parent Account

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

Academic Year: 2014 [change] Auto Logout in: 28:50

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

Student name :: [redacted]

Progress Report Unofficial Transcript

Date of Birth: 12/30/1995 Gender: Male

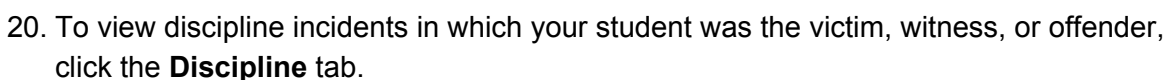
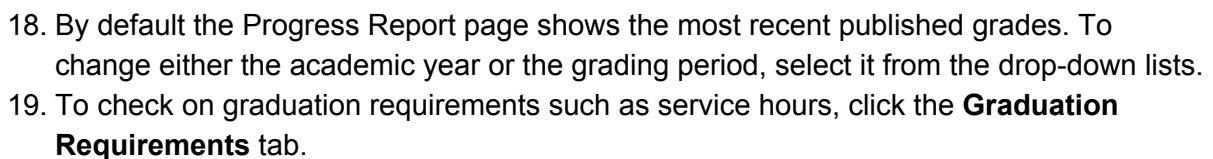
Counselor: [redacted]

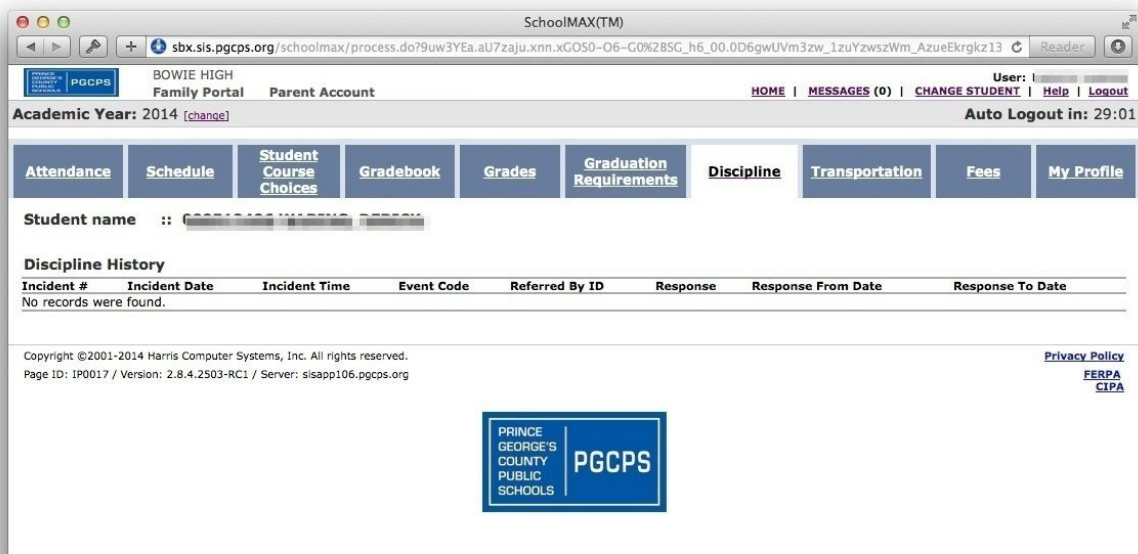
Graduation Date:

Sort by: Academic Year [down arrow] Go

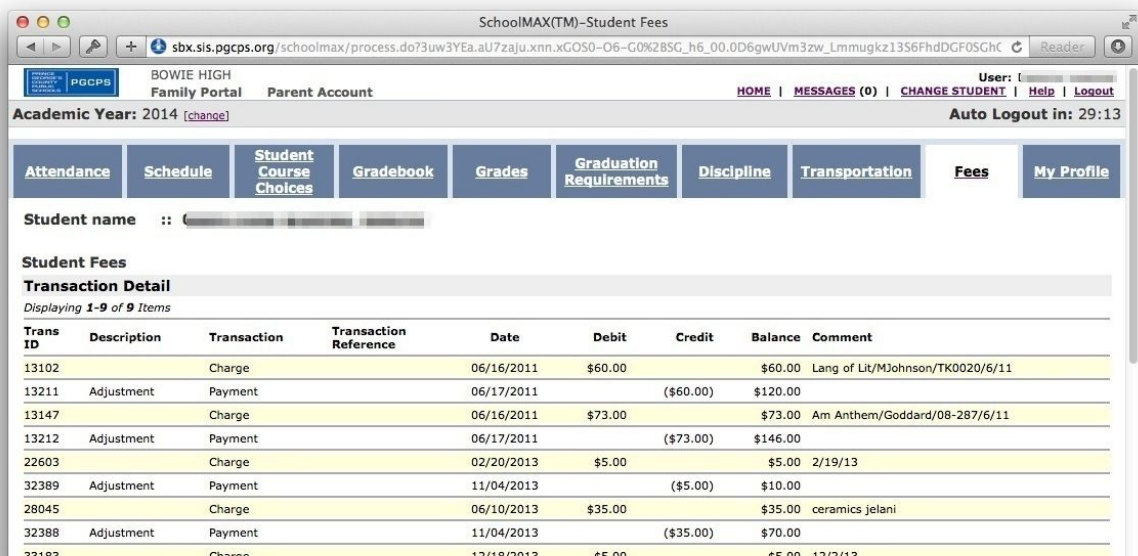
Year	School	Grade Level	Department	Course ID	Section	Course Name	Term	Grade	Points Earned	Attempted Credits	Honor Points	Earned Credits
2009	BENJAMIN TASKER MIDDLE	07	954	712700	18	Health Education 7	Q3	D	1.0	0.25	0.25	0.25
2009	BENJAMIN TASKER MIDDLE	07	954	674700	23	Art 7	Q2	B	3.0	0.25	0.75	0.25

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.





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

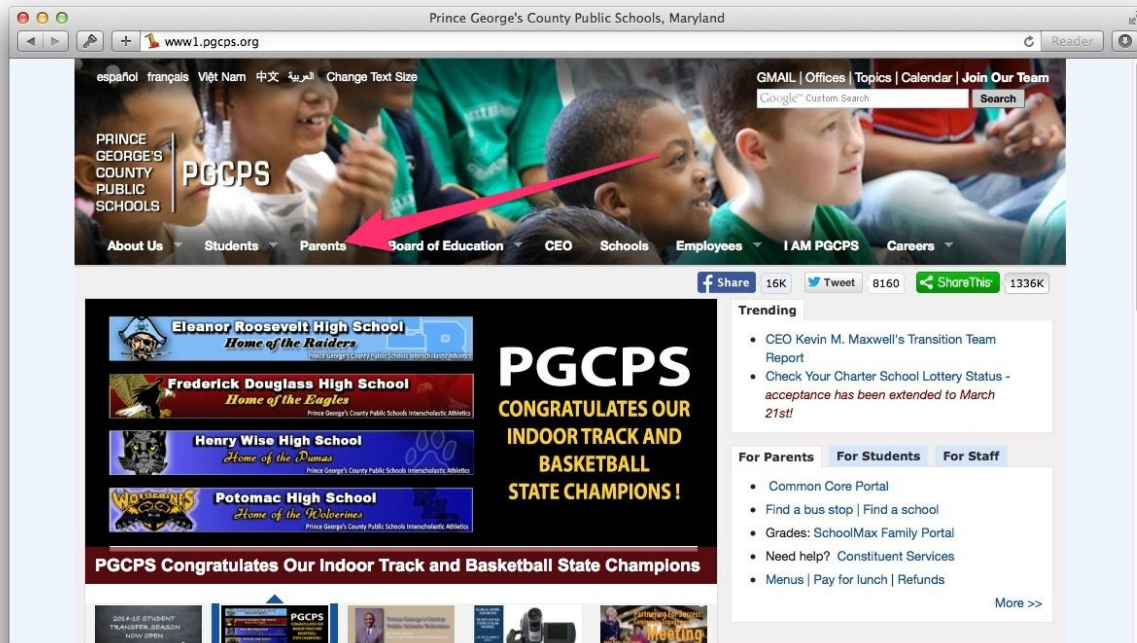


22. To view a different student in your household, click **Change Student**.

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. Hover your cursor over the **Parents** tab.



3. Click the **SchoolMAX Family Portal** link.

SchoolMAX(TM)-Parent Login

family.sis.pgcps.org/schoolmax/reset.do;sessionId=hQXpTGCGV2yFMdpqzVlw1x1scjng25QqhyLQNLcyFyQ5HzQyQ26i36018

PGCPs Family Portal

Choose Language for Display: English

System Login

District: 16

Username:

Password:

Log In

Parent Account Registration

Register [here](#) to access Family Portal.

Please click [here](#) to reset password.

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

Forgot Password

test.idm.pgcps.org/identity/faces/forgotpassword.jsp?_afLoop=8110756554784618&_afWindowMode=0&_adf.ctrl-state=viea3i

PGCPs Parent Self Service

Forgot Password

* Enter your registered email id

Submit

Important Announcement

HTML Content from file here

[Accountment: NOTICE](#)

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".

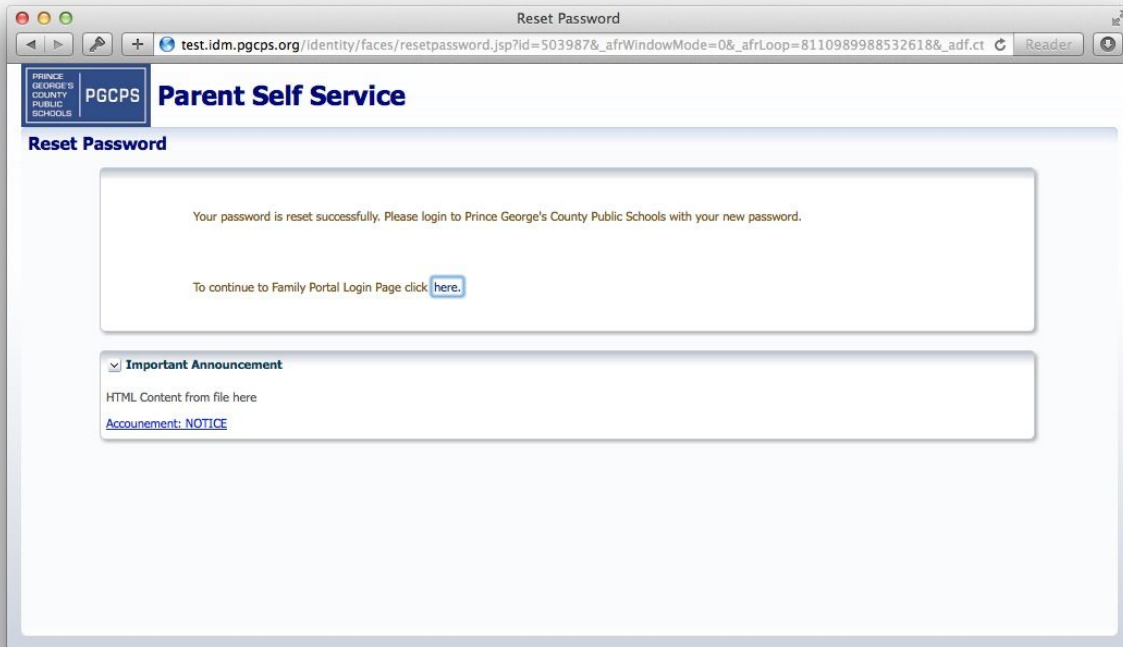


8. Open the message and click the **Link to Reset Password**. *NOTE: The link can be used only once. If you click the link but do not complete the password reset process at that time, you will need to repeat steps 1-6 again to receive a new email message with a new link.*

A screenshot of a web browser showing the 'Reset Password' page of the PGCPs Parent Self Service. The page has a header with the PGCPs logo and the title 'Parent Self Service'. Below the title is a 'Reset Password' section. It contains a form with several input fields: three for challenge questions ('What is the name of your high school?', 'What is the name of your elementary school?', 'What is the city of your birth?'), two for password creation ('New Password' and 'Confirm Password'), and a 'Reset Password' button. At the bottom, there is an 'Important Announcement' section with a link to 'Accounement: NOTICE'.

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.

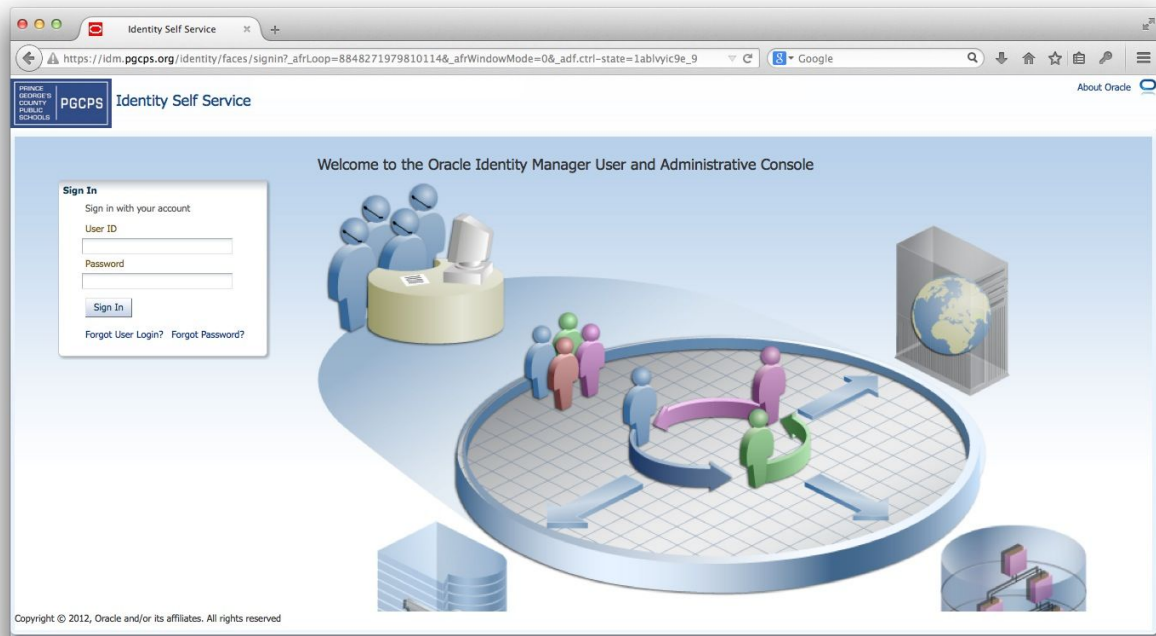


13. You receive a confirmation message that your password has been changed.

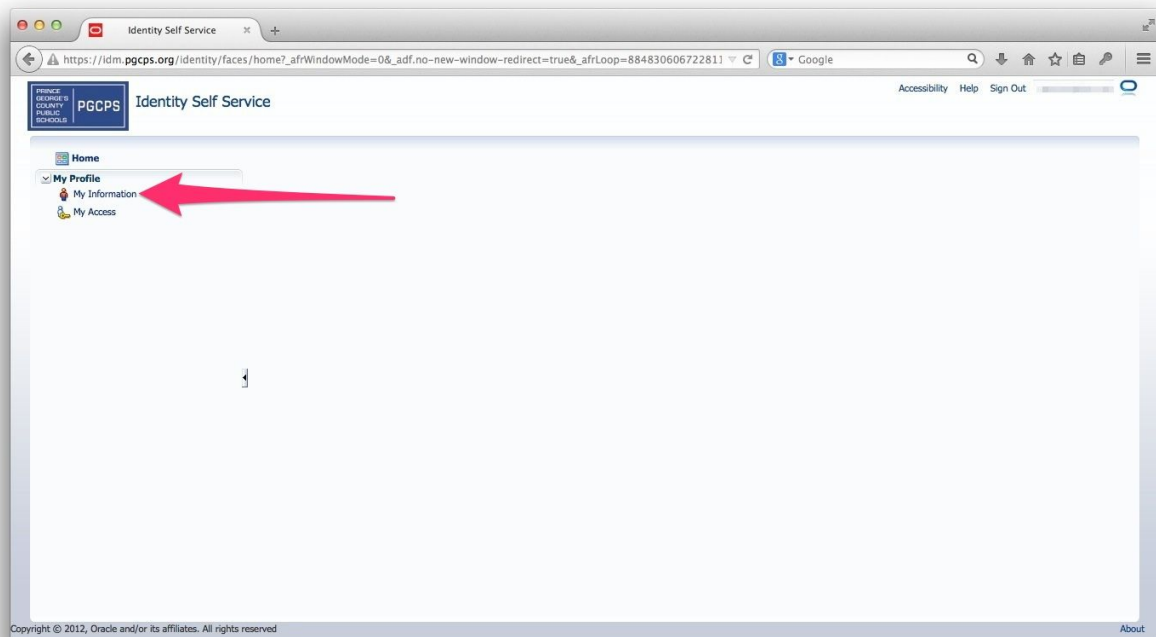
Changing Challenge Questions

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

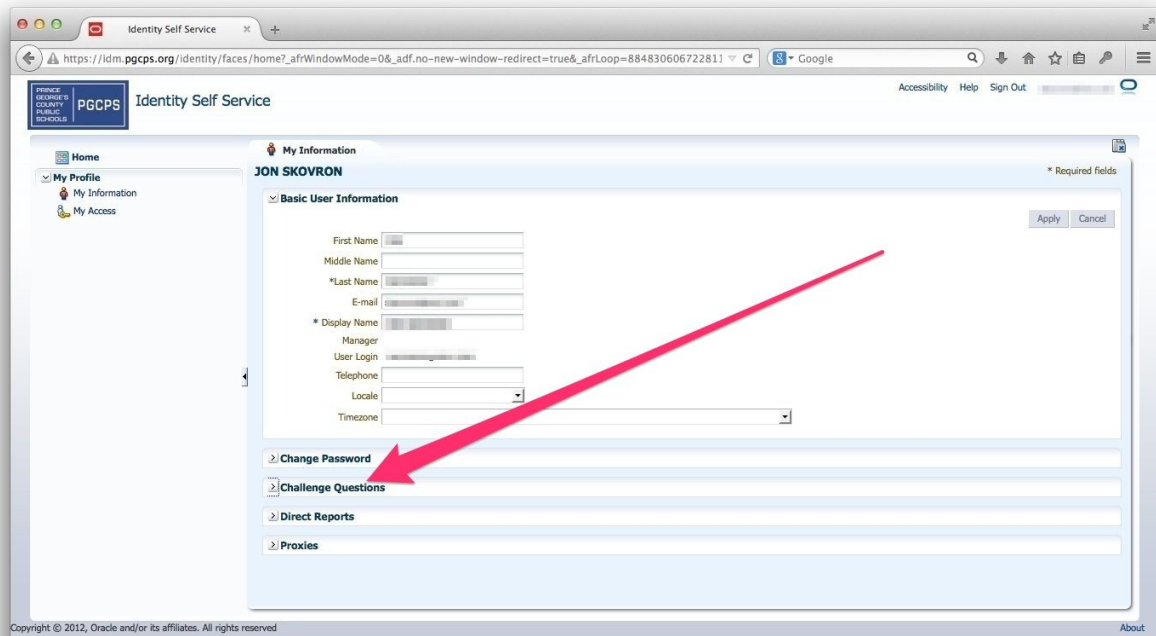
1. Go to <https://idm.pgcps.org>.



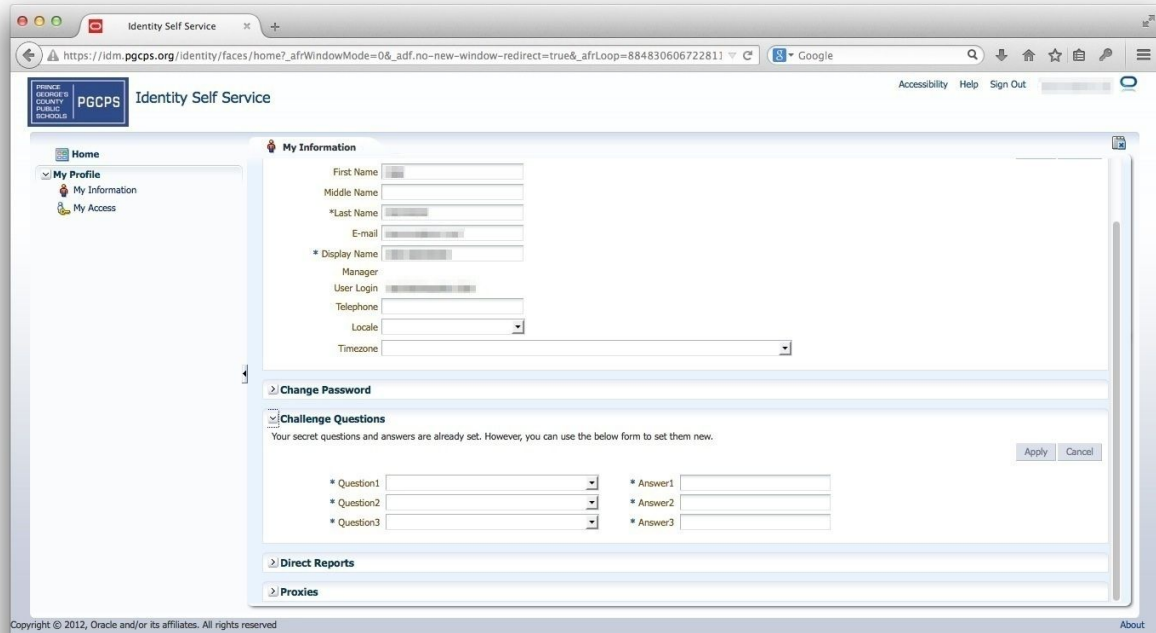
2. Enter your **User ID** and **Password**.
3. Click **Sign In**.



4. Click **My Information**.



5. Click **Challenge Questions**.



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

7. Click **Apply**.

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.