

Troubleshooting Parent Logins for MyPowerHub/Schoology

First thing is to verify that the parent is marked as having custody and have a valid email address. The other new thing to check is if they have a Web Account.

It should appear right above the parent's student list and the account email should match their email and the Account Enabled should be checked like this:

The screenshot displays two sections: 'Web Account Access' and 'Students'. In the 'Web Account Access' section, there is a table with columns for 'Account Enabled' (containing a green checkmark) and 'Account Email' (containing an email address ending in '@att.net'). Below this is the 'Students' section, which includes a table with columns: School, Name, Relationship, Custody, Lives With, School Pickup, Emerg. Contact, Start Date, End Date, Data Access, and Action. The 'Custody' and 'Data Access' columns for the first student (Relationship: Mother) contain green checkmarks.

If they have a Web Account, you should also see a new box for “Data Access” on the students that should be checked for any student marked custody.

The web account creation and the data access check should happen automatically, but there may be currently some new enrolled student parent accounts that are not populated. Give those accounts 24-48 hours to generate the necessary login credentials before taking next step.

If you find they are missing the Web Account Access and/or the Data Access check and they have been enrolled for several days now, please email their info to powerschool_parents@mcpss.com to have support resolve the issue.

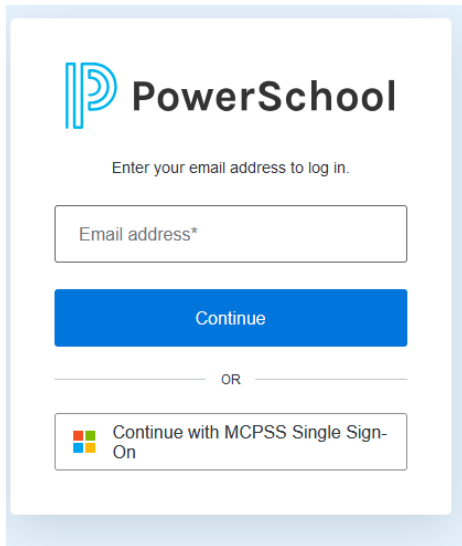
If all of that looks correct (they have an enabled Web Account Access, and Data Access is checked for their custodial students), the parent should be able to login with the steps outlined below.

MyPowerHub

For MyPowerHub, if the parent is trying to access it from a computer/browser, they should go to: mcpss.guardian.powerschool.com

If they are trying from a mobile device, we recommend they download the MCPSSConnect app, which will have a link to MyPowerHub for their mobile device.

From either access point (browser or mobile), the login is the same. It should look like this:

The image shows the PowerSchool login interface. At the top left is the PowerSchool logo, which consists of a stylized 'P' icon followed by the text 'PowerSchool'. Below the logo is the instruction 'Enter your email address to log in.' There is a text input field labeled 'Email address*'. Below the input field is a blue button labeled 'Continue'. Underneath the button is a horizontal line with the word 'OR' centered. Below the line is a button with a small icon of three colored squares (red, yellow, blue) and the text 'Continue with MCPSS Single Sign-On'.

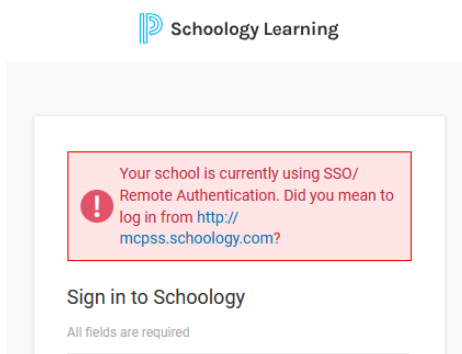
They enter their email address, click continue and enter their password (the same password they have been using for Schoology). If they forgot it or it gives a password error, they can click “Forgot Password?” and they will receive an email with a reset link (remind them to check spam folder if they don’t receive it within about 10 minutes).

If all else fails, and they still can’t get in, you can ask them to email powerschool_parents@mcpss.com and our support team will work with them to fix it.

Schoology

With the new login system implemented for MyPowerHub, login is now slightly different for Schoology. Parents should now use mcpss.schoology.com for Schoology - they no longer use app.schoology.com. (However there should not be a need with MyPowerHub as they should see assignments in MyPowerHub)

If they try to login on app.schoology.com, it will give them the message to use mcpss.schoology.com:

The image shows a Schoology Learning error message. At the top left is the Schoology Learning logo. Below it is a red-bordered box with a white background. Inside the box is a red exclamation mark icon followed by the text: 'Your school is currently using SSO/ Remote Authentication. Did you mean to log in from <http://mcpss.schoology.com>?'. Below the red box is the text 'Sign in to Schoology' and 'All fields are required'.

They can click the link in the message, and it takes them to the new login (It looks the same as the MyPowerHub login)