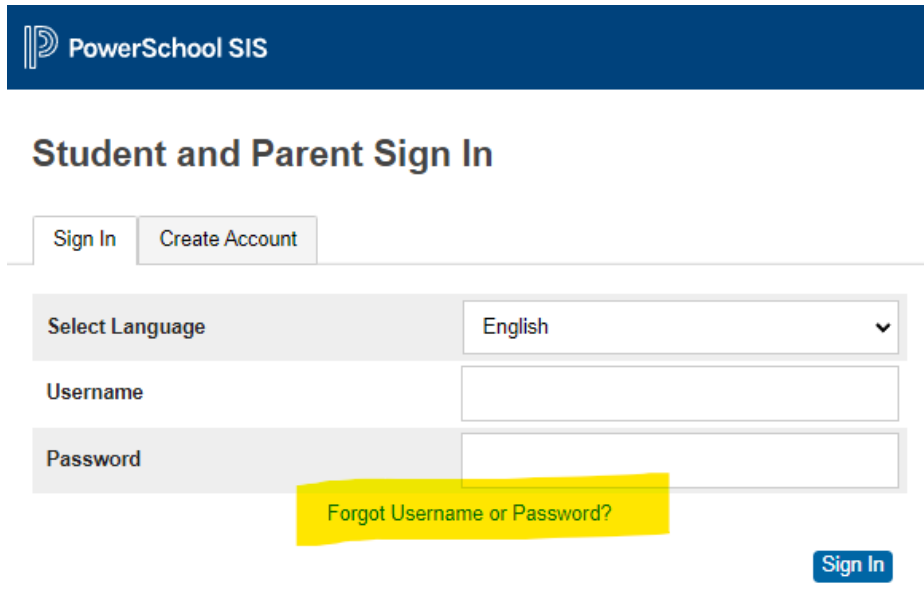Dear Parents:

Lynn Public Schools had a mandatory PowerSchool update during school vacation week. We are learning that this update has required users to reset their passwords.

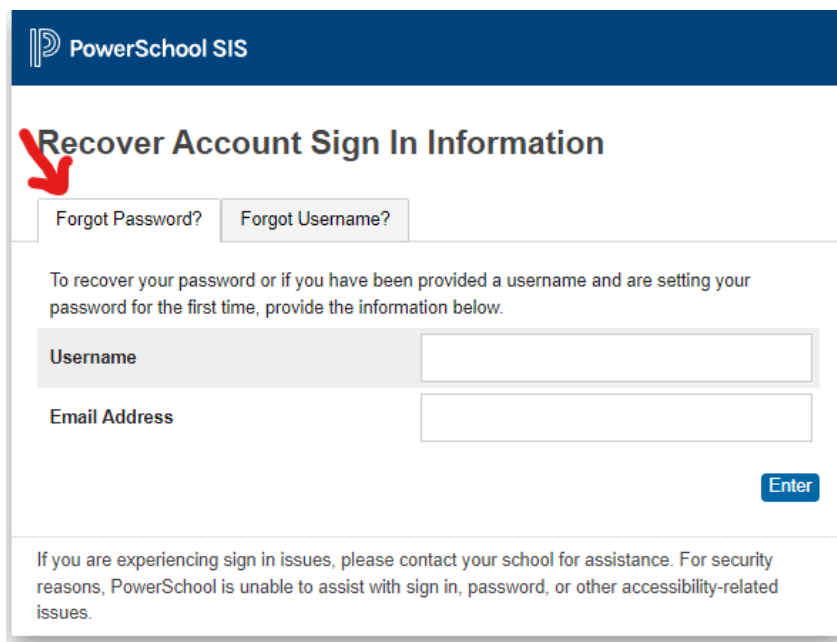To reset your password, please follow the below instructions:

If you have the PowerSchool Mobile app, delete it from your phone

1. Go to http://lynnschools.powerschool.com
2. At the sign in page, click Forgot Password



3. You will be brought to the Recover Account Sign in Information screen. If the system prompted you to reset your password, click the Forgot Password tab and enter the Username and email address associated with your account. REMEMBER, your Username is the name you assigned to yourself when you created the portal account, it is not related to the portal letter you previously received from the school. Click Enter

4. If you cannot remember the Username you assigned yourself, you will need to follow these steps twice, once to click Forgot Password and once to click Forgot Username

5. When you enter your username and email, you will receive this message:

## PowerSchool SIS

### Forgot Password Email Sent

If the email address you provide is associated with an account in our records, you will receive an email with instructions for resetting your password. If you don't receive this email, please check your junk mail folder or contact the school.

Return to Sign In.
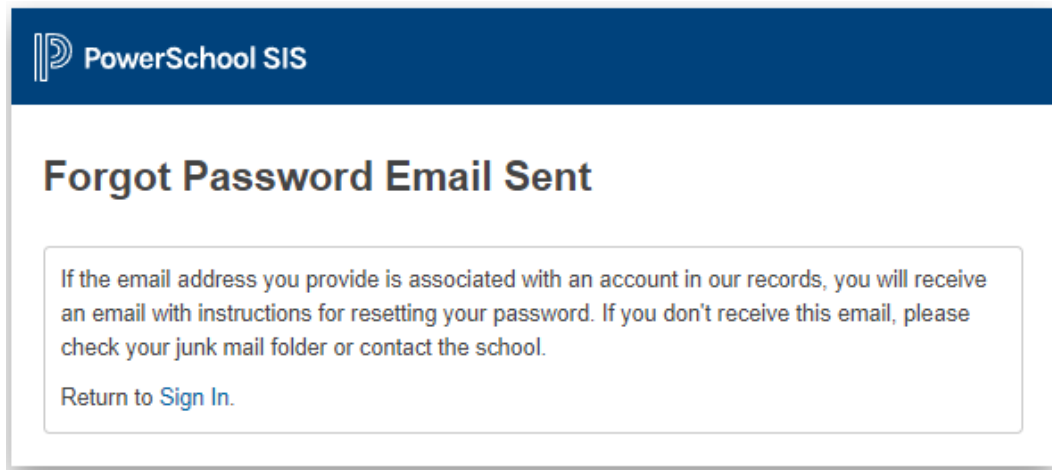
6. Follow the steps in the recovery email you receive.

7. Once you have successfully completed these steps and can log into the PowerSchool parent portal, you can then download the free PowerSchool Mobile App again. When prompted for the district code, enter **FHNG**

PowerSchool has a strong internet presence that includes many "how to" videos and answers to common questions asked by users; however, In the event that you require further assistance please call 781-268-4087.