

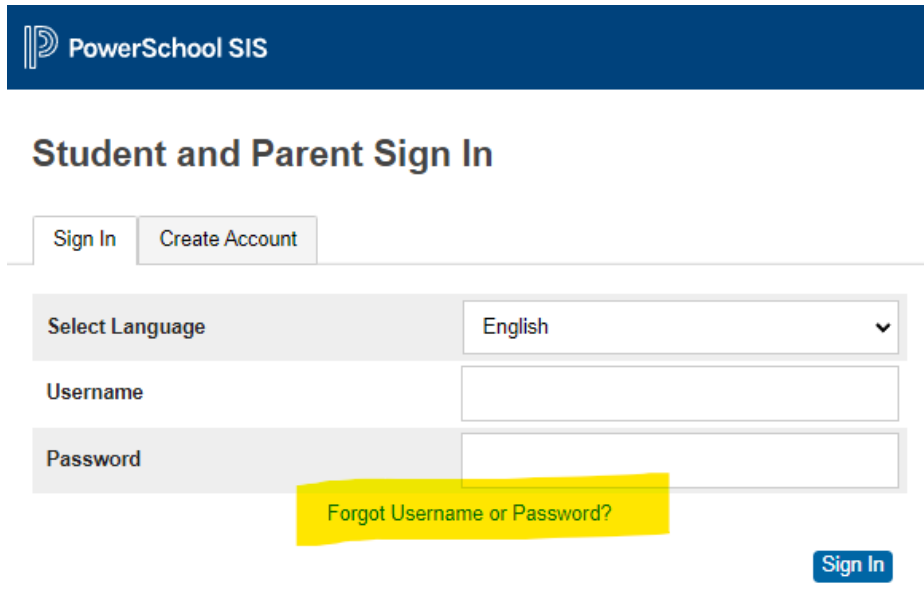
Dear Parents:

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:

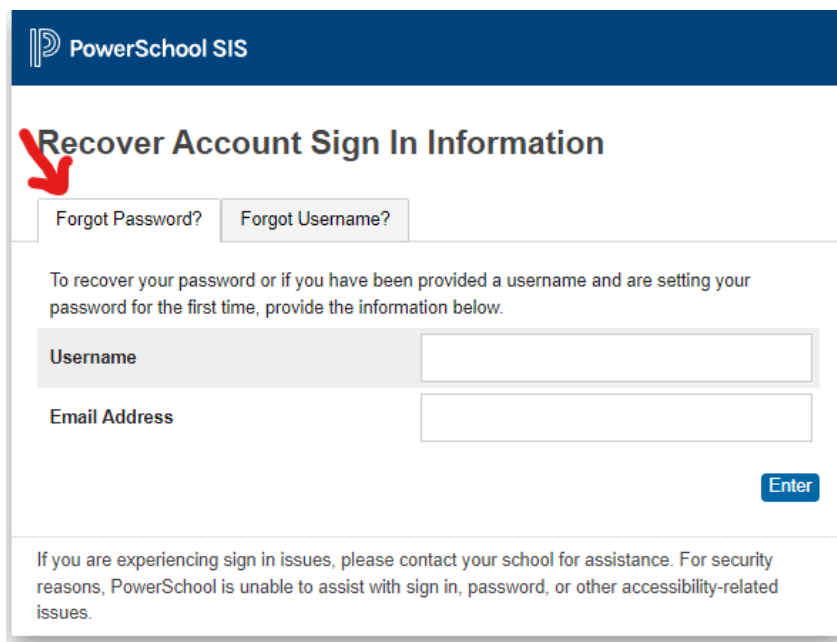
If you have the PowerSchool Mobile app, delete it from your phone

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



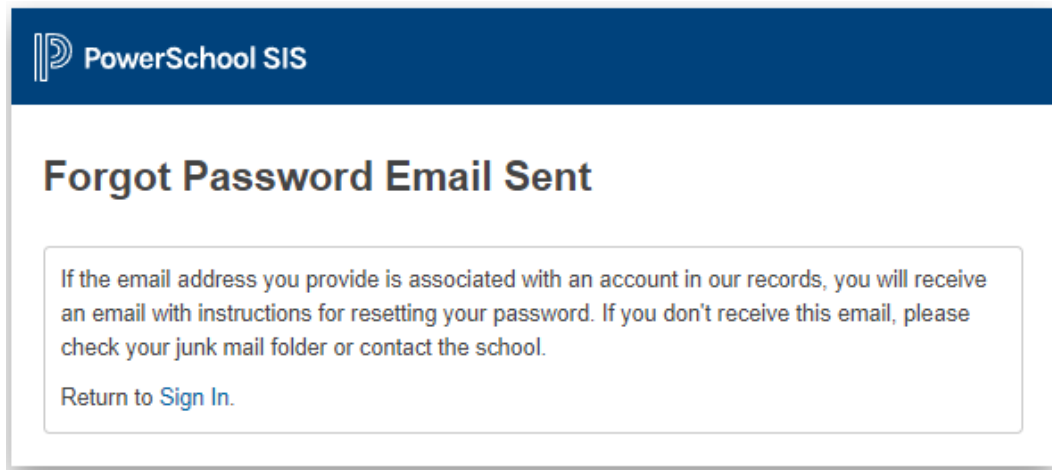
The screenshot shows the PowerSchool SIS login interface. At the top is a dark blue header with the PowerSchool SIS logo. Below the header is the title "Student and Parent Sign In". There are two tabs: "Sign In" (selected) and "Create Account". Below the tabs is a "Select Language" dropdown menu set to "English". There are two input fields for "Username" and "Password". A yellow callout box with the text "Forgot Username or Password?" is positioned below the password field. A blue "Sign In" button is located at the bottom right of the form.

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



The screenshot shows the "Recover Account Sign In Information" page. At the top is a dark blue header with the PowerSchool SIS logo. Below the header is the title "Recover Account Sign In Information" with a red arrow pointing to it. There are two tabs: "Forgot Password?" (selected) and "Forgot Username?". Below the tabs is a paragraph of text: "To recover your password or if you have been provided a username and are setting your password for the first time, provide the information below." There are two input fields for "Username" and "Email Address". A blue "Enter" button is located at the bottom right of the form. At the bottom of the page, there is a footer text: "If you are experiencing sign in issues, please contact your school for assistance. For security reasons, PowerSchool is unable to assist with sign in, password, or other accessibility-related issues."

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:



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.