

FREQUENTLY ASKED QUESTIONS

1. How do I get a Parent Access Account?

If you have never set up a PowerSchool Parent Account for your child(ren), you can create an account with an Access ID and Access Password that is specific to your child's account.

Step-By-Step Solution

1. You should have received a letter in the mail from the North Olmsted City Schools giving you the Access ID and Access Password for your child.
2. Follow the link to the PowerSchool Parent Sign In <https://nolmsted.ps.nwoca.org/public/home.html>
3. Click the tab to CREATE an account.
4. Follow the screen prompts.

2. I forgot my password.

If you have forgotten the password to your PowerSchool Registration account, you can use the "Forgot password?" tool on the sign-in web portal to receive a temporary password for your account. Below are step-by-step instructions on how to receive a temporary password.

Step-By-Step Solution

1. Follow the link to the PowerSchool Registration log-in portal. <https://nolmsted.ps.nwoca.org/public/home.html>
2. Click on the "Forgot password?" link at the bottom of the page.
3. Enter the email address associated with your account, then click "Continue". A temporary password will be sent to your email address from noreplyregistration=powerschool.com@regmail.powerschool.com
 - If you enter your email address and get an error message "We could not locate an account for the email address entered," this means that we do not have an account on file associated with that email address.
4. Enter the temporary password and your email address at the sign-in portal, then set a new password for your account.

3. I am unable to submit my form (Invalid or Required Information Not Complete).

If the green “Submit” button on the Review and Submit page is a faded-green instead of a bright-green, this means that there is something on the form that is preventing you from submitting it. This could be caused by a required field that is missing information or a field with information entered in an invalid format. You will need to correct these fields before you are able to submit your form.

Step-By-Step Solution

1. Navigate to the Review and Submit page and review your form.
2. Find any messages in red that say “REQUIRED” or invalid format.
3. Navigate to the pages those errors are in and edit the fields.

4. An unexpected problem has occurred.

If you are working on a form and a screen appears that reads “An Unexpected Problem Has Occurred”, this means that PowerSchool Registration was unable to communicate adequately with your web browser (Internet Explorer, Mozilla Firefox, etc.) This communication may be blocked by a plug-in in your web browser, the server to which your web browser is connecting, or the data that has been stored in your web browser over time.

To solve this issue, make sure that your web browser can communicate with PowerSchool Registration by following the steps below.

Step-By-Step Solution

1. Clear the browsing data from your web browser. You can find the instructions on how to clear your browser below:
 1. Google
Chrome: <https://support.google.com/chrome/answer/2392709?co=GENIE.Platform%3DDesktop&hl=en>
 2. Mozilla Firefox: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>
 3. Internet Explorer: <https://support.microsoft.com/en-us/help/17438/windows-internet-explorer-view-delete-browsing-histor...>
 4. Safari: <https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>
2. Switch to a different web browser. PowerSchool Registration works best with Google Chrome and Mozilla Firefox, but you can try all the browsers at your disposal!
3. Attempt to access the form from a different device. If you are using a smartphone, try switching to a tablet or desktop computer.
4. Check that all required fields have been answered so far.