

Troubleshooting Student Accounts

How to Verify Account Information for Individual Students

1. Search for and select the student
2. Under the “Custom Screens” header in the left hand navigation menu, click the “Network Information” link
3. On this page, you will see the username (usually the student_number) and password for the student. Make sure that the “Disable” boxes are not checked and the “Computer Use Form” box IS checked, or the account will not work. If the student does not have any account information, make sure they have a signed AUP on file and check the Computer Use Form box on this page. The account will be created automatically overnight.
4. If a student reports that their account is not working, the most common issues are: The Computer Use Form box is not checked OR the student has an incorrect username/password, OR the student is mistyping their username or password. Please try logging in with the student account (<https://ps.ycschools.us/public/home.html>) using the information displayed on this page before placing a help ticket!

The screenshot shows the PowerSchool interface. The left navigation menu includes 'Custom Screens' with 'Network Information' selected, and 'Information' with various options like 'Access Accounts', 'Addresses', etc. The main content area is titled 'Network Information' and contains a table of account details.

Start Page > Student Selection > Network Information	
Username:	Student Number
Password:	Password
Email Address:	StudentNumber@ycschools.us
Student Portal Username:	Student Number
Student Portal Password:	Password
Allow student portal access:	<input checked="" type="checkbox"/>
Parent Portal Username:	ParentUsername
Parent Portal Password:	ParentPassword
Allow parent portal access:	<input checked="" type="checkbox"/>
Computer Use Form Received:	<input checked="" type="checkbox"/>
Disable Web Access (LD_NoInternet)	<input type="checkbox"/>
Disable Computer Account (LD_Computer_Access)	<input type="checkbox"/>
Reset Network Password (LD Computer Password Reset)	<input type="checkbox"/>

How to Obtain Student Account Information by Section

1. From the start page, make sure you are in your school (not district office)
2. Click on "System Reports" in the left hand navigation menu
3. Click on the sqlReports 4 tab
4. Click on "Student Account Information (Admin)"

The screenshot shows the 'sqlReports' interface. The breadcrumb path is 'Start Page > sqlReports'. The left navigation menu includes sections for Functions, Reports, People, Setup, and Applications. The 'Reports' section is expanded, and 'System Reports' is circled in blue with a '1' next to it. The main content area has a tabbed interface with tabs for System, ReportWorks, Engine, Setup, Custom Reports, Enterprise Reporting, sqlReports 4, and Stat. The 'sqlReports 4' tab is circled in blue with a '2' next to it. Below the tabs is a table with columns 'Report' and 'Title'. The table lists various reports, and 'Student Account Information (Admin)' is circled in blue with a '3' next to it.

Report	Title
▶ Attendance	
▶ Data Errors	
▶ Discipline	
▶ Early Warning System	
▶ Enrollment	
▶ Grades and Grading	
▶ Miscellaneous	
▶ NWEA	
▶ Think Central	
Student Account Information (Admin)	Student Account Information
Student Account Information (CurrentSelection)	Student Account Information
Student Account Information (Teachers)	Student Account Information
Student Mailing Addresses	Student Mailing Addresses

5. Choose the section for which you'd like to obtain account information and click submit

How to Obtain Student Account Information by Student Selection

1. From the start page, make sure you are in your school (not district office)
2. Select the group of students you'd like to include in the report
3. Click on "System Reports" in the left hand navigation menu
4. Click on the sqlReports 4 tab
5. Click on "Student Account Information (CurrentSelection)" and click submit on the report page

The screenshot shows the 'sqlReports' interface. At the top, there is a breadcrumb trail: 'Start Page > sqlReports'. Below this is a navigation menu with several categories: 'Functions', 'Reports', 'People', 'Setup', and 'Applications'. The 'Reports' category is expanded, and 'System Reports' is circled in blue with a handwritten '1' next to it. Below the navigation menu, there is a header for 'sqlReports' with several tabs: 'System', 'ReportWorks', 'Engine', 'Setup', 'Custom Reports', 'Enterprise Reporting', and 'sqlReports 4'. The 'sqlReports 4' tab is circled in blue with a handwritten '2' next to it. Below the tabs, there is a table with columns 'Report' and 'Title'. The table lists several reports, including 'Attendance', 'Data Errors', 'Discipline', 'Early Warning System', 'Enrollment', 'Grades and Grading', 'Miscellaneous', 'NWEA', and 'Think Central'. The report 'Student Account Information (CurrentSelection)' is circled in blue with a handwritten '3' next to it. Below the table, there is a 'Function' section.

Start Page > sqlReports

Functions

- Attendance
- Daily Bulletin
- Enrollment Summary
- Master Schedule
- Dashboard
- Special Functions
- Teacher Schedules

Reports

- System Reports 1
- ReportWorks

People

- Student Search
- Staff Search
- Parent Search
- Enroll New Student
- New Staff Entry
- New Parent Entry

Setup

- Early Warning System
- School System
- Personalize

Applications

- Power lunch

sqlReports

System ReportWorks Engine Setup Custom Reports Enterprise Reporting sqlReports 4 2

Expand All Collapse All

Report	Title
▶ Attendance	
▶ Data Errors	
▶ Discipline	
▶ Early Warning System	
▶ Enrollment	
▶ Grades and Grading	
▶ Miscellaneous	
▶ NWEA	
▶ Think Central	
Student Account Information (Admin)	Student Account Information
Student Account Information (CurrentSelection) 3	Student Account Information
Student Account Information (Teachers)	Student Account Information
Student Mailing Addresses	Student Mailing Addresses

Function