

Family Portal for Parents & Guardians

SchoolMAX Student Information System

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Introduction

SchoolMAX is an electronic student information system used by Prince George's County Public schools to record attendance, grades, assignments, report cards, discipline incidents, and other information about your child. The Family Portal is an application that allows parents to view this student information as it is added in real time. For example, when a student attendance is marked for that day, the parent or guardian can immediately login and see it.

Starting with the 2013-2014 School Year, Prince George's County Public Schools is instituting a new way for parents to register for the Family Portal that gives more autonomy to the parent, allowing them to reset their own password through an email account. If you do not have an email account, you will need to create one. A free email account can be created at gmail.com or yahoo.com. In addition to using this email to log in to Family Portal, PGCPs may use it to contact you about important announcements such as school closures.

NOTE: You cannot use a PGCPs employee email address as your parent user name.

Registering For Family Portal

Before you begin

Before you can login to the Family Portal, you must register. Before you can register, you will need the following:

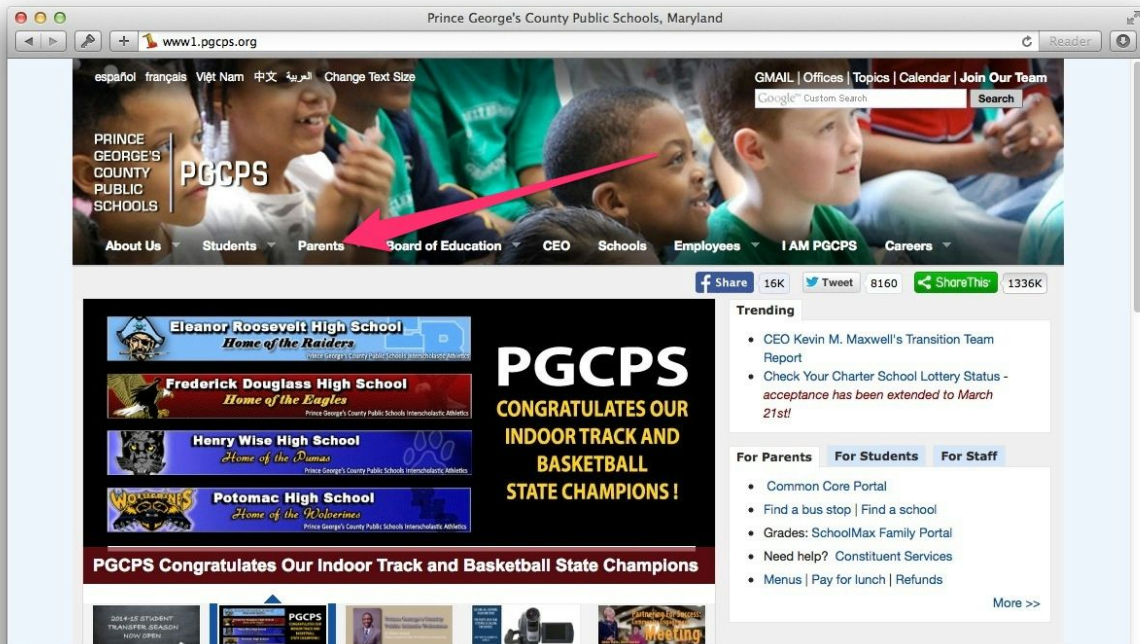
- An email address where you can check messages
- Your student's full legal name and nine digit student ID number, which can be found on the student report card or student ID card.
- Your student's birthdate.
- The full address for the student's primary residence. If the student has more than one household, as in the case of divorce, the system only allows one house to be designated

as the “primary”, even if the student spends equal times at both houses. If you are unsure which address is the primary, contact the school registrar.

Registration

Once you have this information and a working email address, you are ready to register:

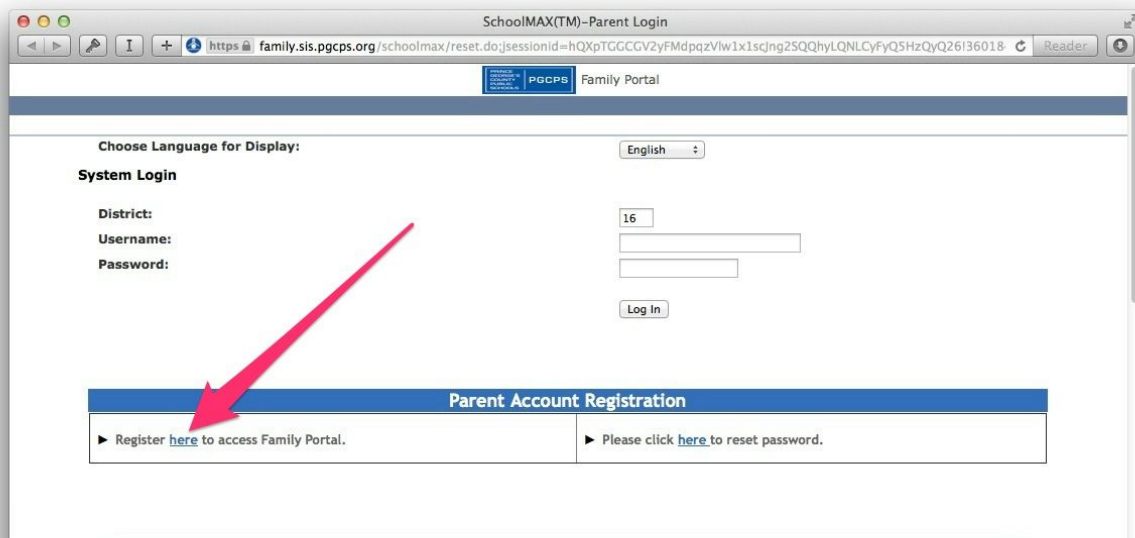
1. Go to www.pgcps.org.



2. Hover your cursor over the **Parent** tab.



3. Click the **SchoolMAX Family Portal** link.



4. Click the **Register here** link.

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPSS Parent Self Service

Parent Registration

Provide the following details :

* Student ID (9 digit Student ID. If you have 6 digit Student ID, add 3 leading zeros. Ex. 000123456)

* Date of Birth (MM/DD/YYYY)

Important Announcement

HTML Content from file here

[Accouement: NOTICE](#)

5. Enter the **Student ID**.
6. Enter the student's **Date of Birth** in the format MM/DD/YYYY.
7. Click **Continue**.

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPSS Parent Self Service

Parent Registration

* Select Parent Please choose your name from the drop-down list

* House Number Numerical house number for student's primary address

* ZIPCODE 5-digit zip code for student's primary address

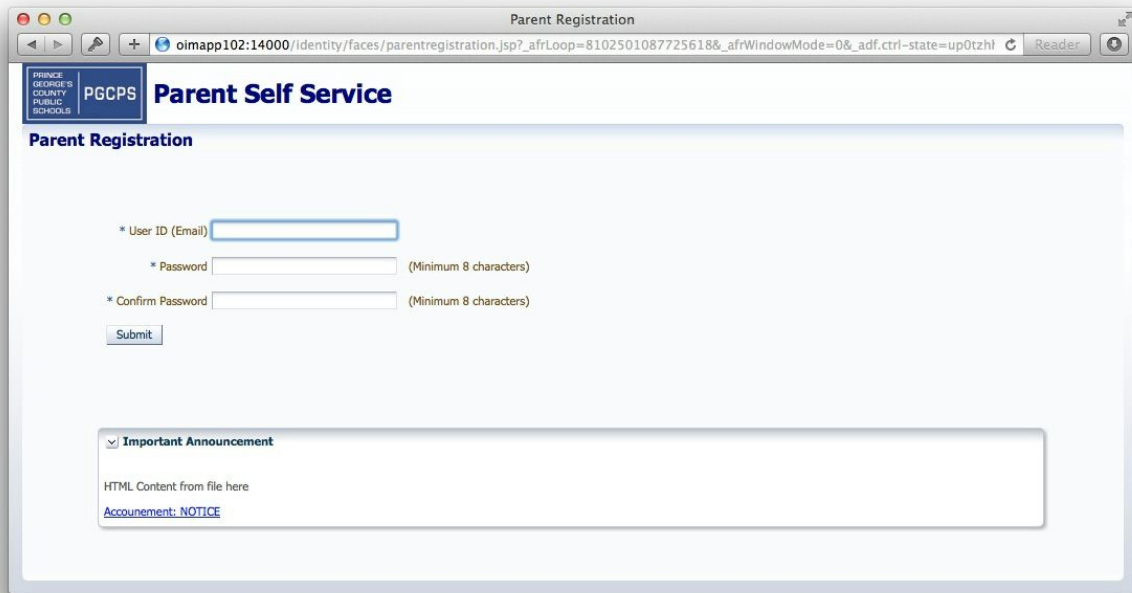
Important Announcement

HTML Content from file here

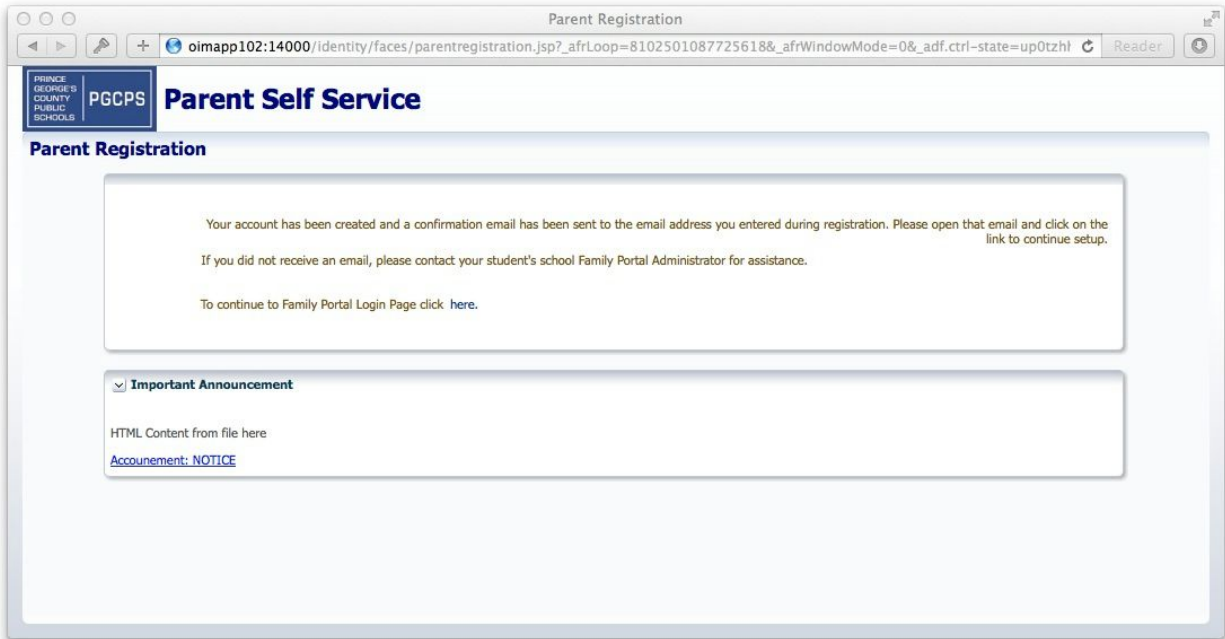
[Accouement: NOTICE](#)

8. Select your name from the **Select Parent** drop-down list. If you do *not* see your name listed, contact the Registrar in the main office at your student's school.
9. Enter the **House Number**. This is the number portion of the street address for the student's primary residence.

10. Enter the five digit **Zipcode** of the student's primary address.
11. Click **Validate**.

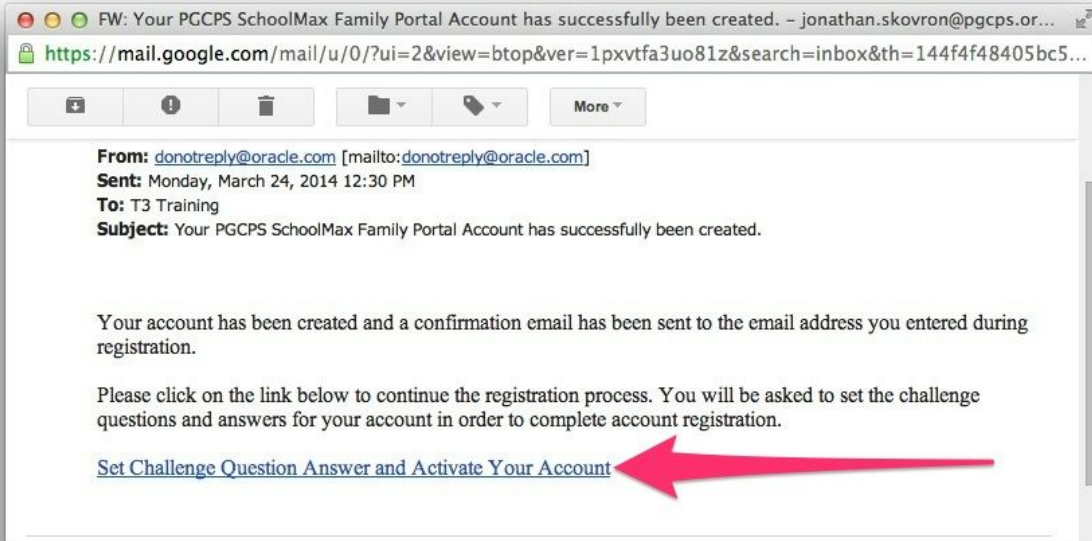


12. Enter your email address in the **User ID** text box.
13. Enter a **Password** in the text box. The password must be at least 8 characters.
14. Re-enter the same password in the **Confirm Password** text box.
15. Click **Submit**.

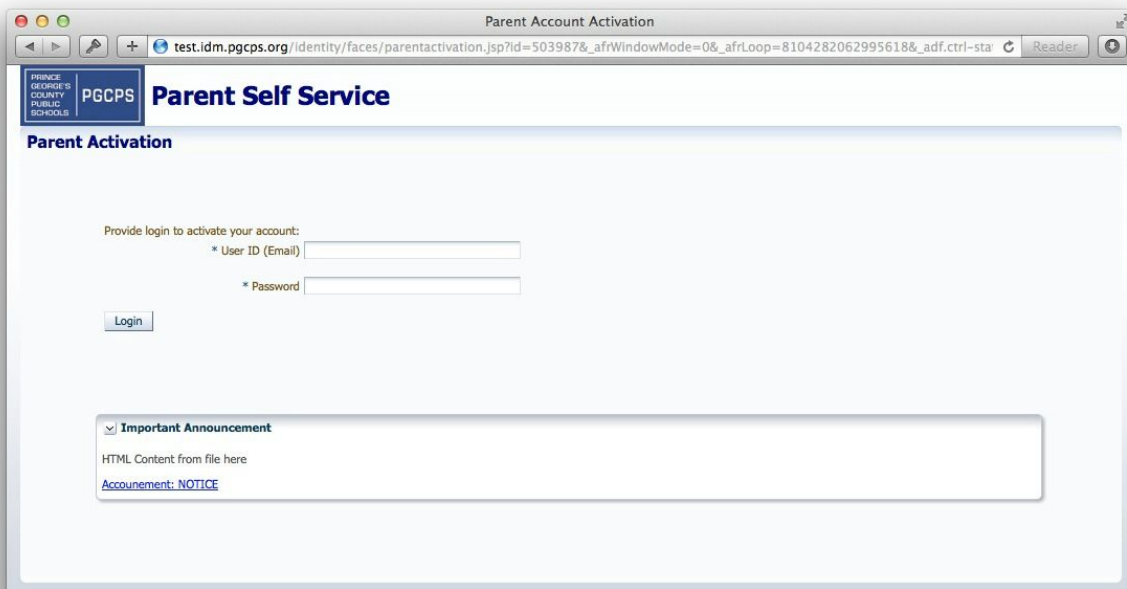


16. You receive a confirmation message that your account has been successfully created. To confirm that your email account is active and continue the registration process, you

must log in and locate the email message with the subject “Your PGCPS SchoolMAX Family Portal Account has successfully been created”. If you do not see it in your email inbox, you may need to check your Spam or Junk folder.



17. Open the email message and click the enclosed **Set Challenge Question Answer and Activate Your Account** link. *NOTE: The link can be used only once. If you click the link but do not complete the registration process at that time, you will need to repeat steps 1-15 again to receive a new email message with a new link.*



18. Your browser opens the Family Portal Activation page. Enter your email address for the **User ID**. *NOTE: SchoolMAX ignored upper case letters in email addresses. You must use only lower case letters.*
19. Enter your **Password**.
20. Click **Login**.

Parent Account Activation

test.idm.pgcps.org/identity/faces/parentactivation.jsp?id=503987&_afWindowMode=0&_afLoop=8104282062995618&_adf.ctrl-sta

PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPs Parent Self Service

Parent Activation

Provide answers to your challenge questions :
(Please select 3 different challenge questions and provide different answer for each question)

Select

Select

Select

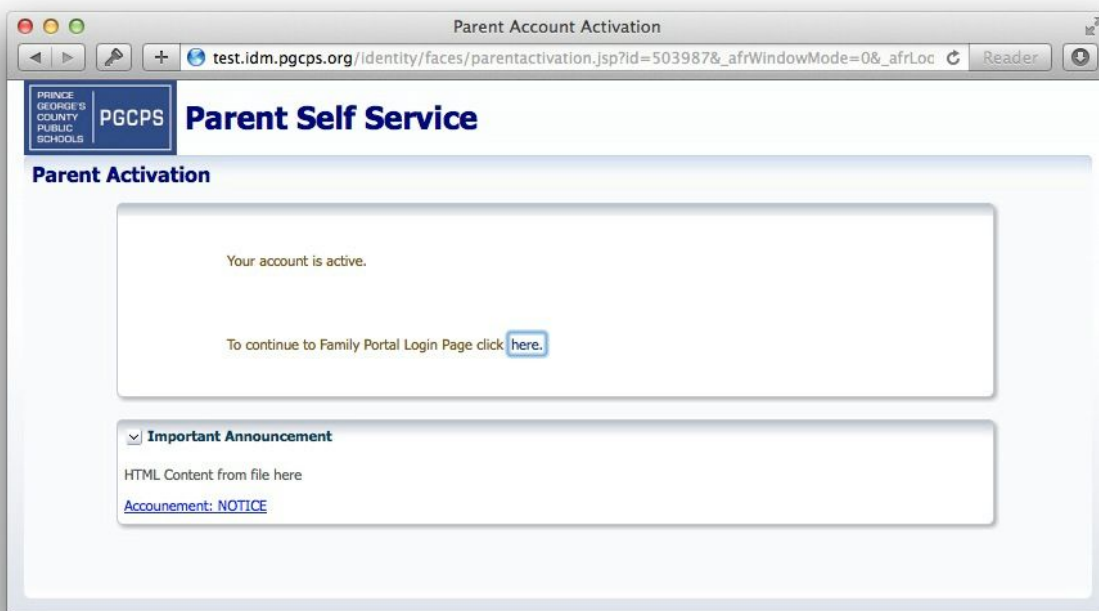
Submit

Important Announcement

HTML Content from file here

[Accounement: NOTICE](#)

21. Select a question from each of the three drop-down lists and provide an answer. If you forget your password, you can use these questions to confirm your identity and reset your password. You must choose three different questions and none of the answers can be the same.
22. Click **Submit**.

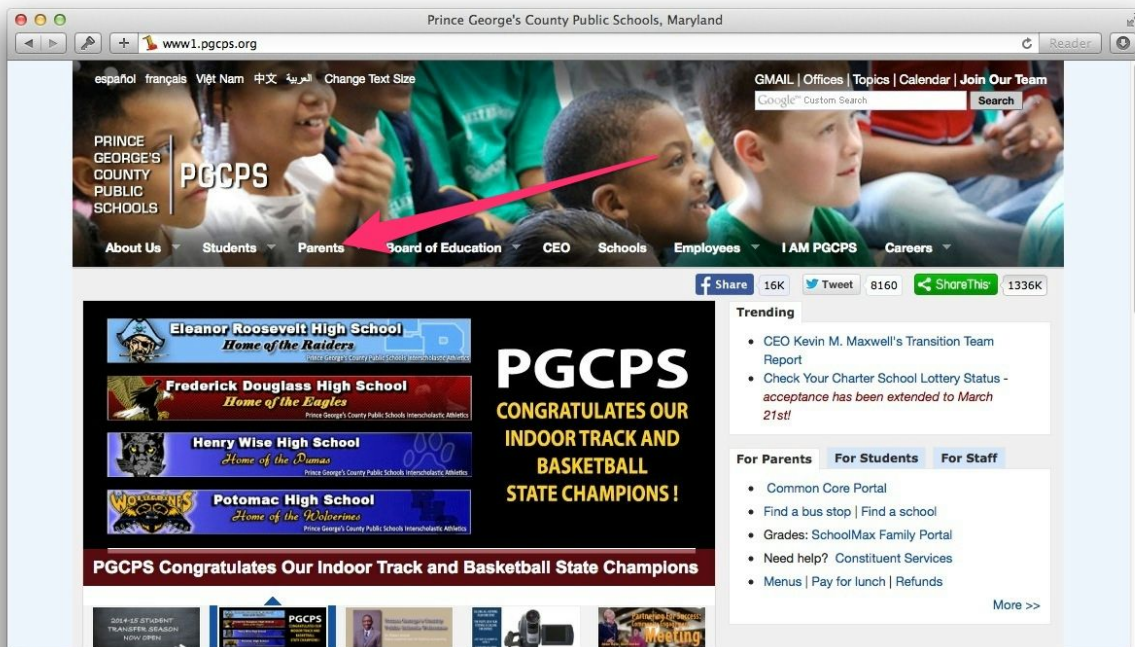


23. You receive a confirmation message that your account is active. Click the link to continue to the Family Portal Login page.

Using the Family Portal

Once you have registered for the Family Portal, you can login at any time and see real time information about your student as it is added by their teacher or other school staff. To open the Family Portal:

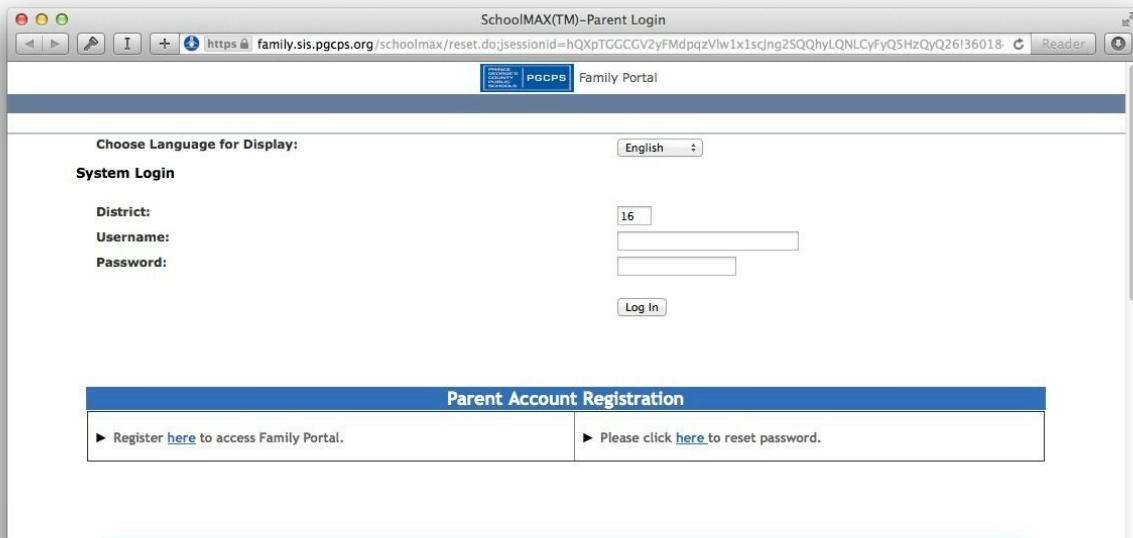
1. Go to www.pgcps.org



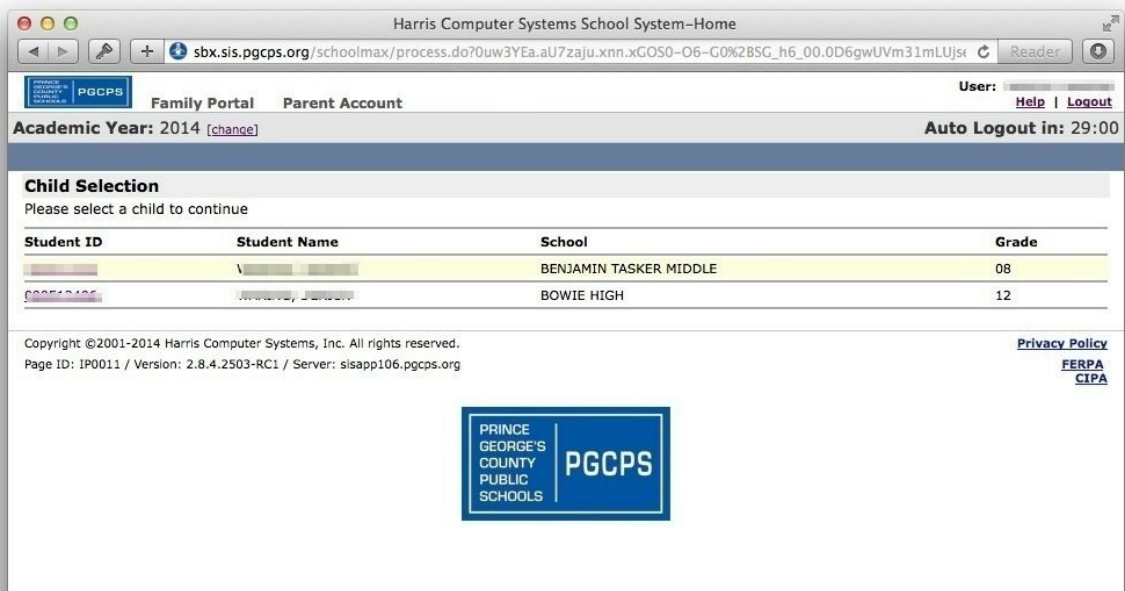
2. Hover your cursor over the **Parents** tab.



3. Click the **SchoolMAX Family Portal** link.



4. Enter your email address in the **Username** text box.
5. Enter your **Password**.
6. Click **Log In**.



7. If you have more than one student enrolled in Prince George's County Public Schools, you should see them listed. If you are missing any students, contact the school registrar for the missing student. To view a student's records, click the **Student ID** number link.

SchoolMAX(TM) - Student Profile
 sbx.sis.pgcps.org/schoolmax/process.do?0uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2BSG_h6_00.0D6g%24%7BWEjss.%24%7BwL
 BOWIE HIGH Family Portal Parent Account
 HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout
 Academic Year: 2014 [change] Auto Logout in: 29:04
 Attendance Schedule Student Course Choices Gradebook Grades Graduation Requirements Discipline Transportation Fees My Profile
 Student name :: [REDACTED]
General Information
 Student ID: [REDACTED] Date of Birth: [REDACTED]
 Student: [REDACTED] Home Phone: [REDACTED]
 Home Address: [REDACTED] Grade Level: 12
 Copyright ©2001-2014 Harris Computer Systems, Inc. All rights reserved. Privacy Policy
 Page ID: IP0005 / Version: 2.8.4.2503-RC1 / Server: sisapp106.pgcps.org FERPA CIPA
 PRINCE GEORGE'S COUNTY PUBLIC SCHOOLS PGCPs

8. On the General Information page, you can find the student's ID number, primary address, contact phone number, and grade level.
9. To view attendance records, click on **Attendance**.

SchoolMAX(TM)
 sbx.sis.pgcps.org/schoolmax/process.do?6uw3YEa.aU7zaju.xnn.xGOS0-O6-G0%2BSG_h6_00.0D6gwUVm3zw_wmkzE1_UeemW1UWYmgkz1
 BOWIE HIGH Family Portal Parent Account
 HOME | MESSAGES (0) | CHANGE STUDENT | Help | Logout
 Academic Year: 2014 [change] Auto Logout in: 28:57
 Attendance Schedule Student Course Choices Gradebook Grades Graduation Requirements Discipline Transportation Fees My Profile
 Student name :: [REDACTED]
Today's Attendance

Course ID	Term Code	Course Name	Period	Educator(s)	Type	Reason Code	Time In	Time Out
Not Absent or Tardy Today								

Today's Hourly Attendance

Course ID	Term Code	Course Name	Period	Educator(s)	Type	Reason Code	Time In	Time Out
Not Absent or Tardy Today								

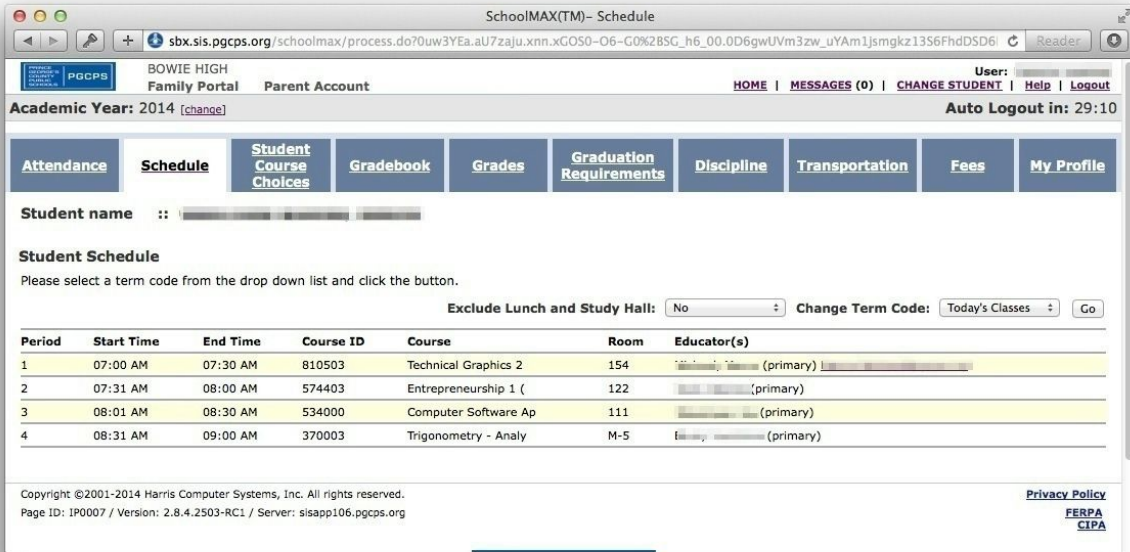
Summary Attendance for the Year Sort by: Term Code [v] Go

Course ID	Term Code	Course Name	Period	Educator(s)	# of Absences	# of Tardies
220000 - 22	Semester Two	Psychology	1	Meehan, K (primary)		
810503 - 1	Full Year	Technical Graphics 2	1	Michael, M (primary)	3	3
106503 - 14	Full Year	English/Lang Art 12	2	Stone, C (primary)	5	5
574403 - 3	Full Year	Entrepreneurship 1 (2	Hurt, D (primary)	4	1

10. If your student has been marked tardy or absent today, it is listed at the top of the page. The number of absences and tardies for each course during this school year are listed

next. Beneath that is a detailed list of all absences and tardies recorded for the current school year.

11. To view your student's schedule, click the **Schedule** tab.



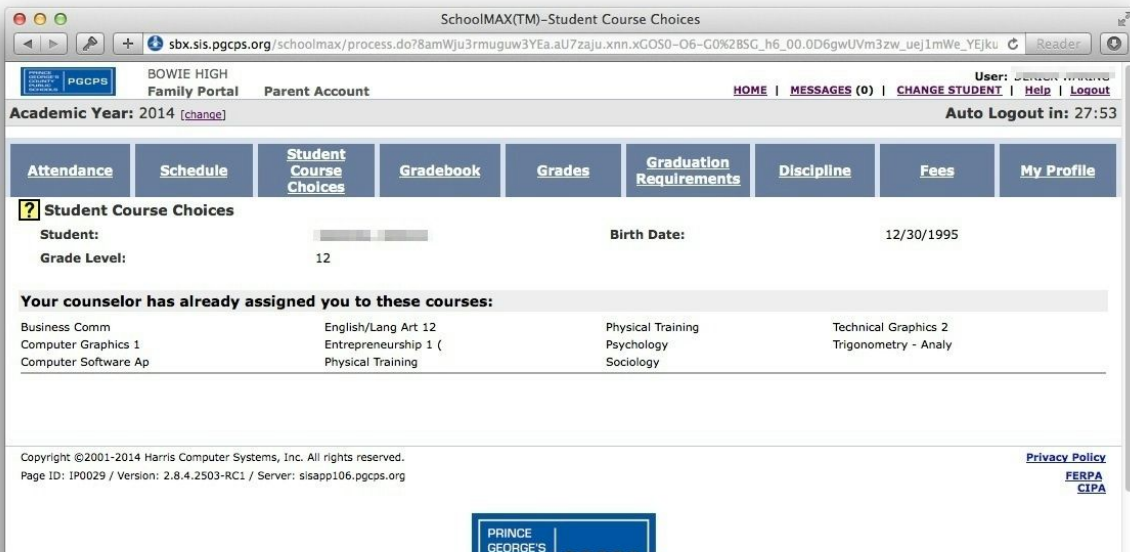
The screenshot shows the 'Schedule' page in SchoolMAX(TM). The page header includes 'BOWIE HIGH Family Portal Parent Account' and 'Academic Year: 2014'. A navigation bar contains tabs for Attendance, Schedule, Student Course Choices, Gradebook, Grades, Graduation Requirements, Discipline, Transportation, Fees, and My Profile. The 'Student name' field is partially obscured. Below the 'Student Schedule' heading, there is a dropdown menu for 'Exclude Lunch and Study Hall' set to 'No' and a 'Change Term Code' dropdown set to 'Today's Classes'. A table lists the student's current classes:

Period	Start Time	End Time	Course ID	Course	Room	Educator(s)
1	07:00 AM	07:30 AM	810503	Technical Graphics 2	154	(primary)
2	07:31 AM	08:00 AM	574403	Entrepreneurship 1 (122	(primary)
3	08:01 AM	08:30 AM	534000	Computer Software Ap	111	(primary)
4	08:31 AM	09:00 AM	370003	Trigonometry - Analy	M-5	(primary)

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12. By default, the Schedule page shows today's courses. To see the full list of courses assigned to your student, select **All** from the **Change Term Code** drop-down list.

13. If your student's school offers course requests, you can see a list of your student's requests on the **Student Course Choices** tab.



The screenshot shows the 'Student Course Choices' page in SchoolMAX(TM). The page header includes 'BOWIE HIGH Family Portal Parent Account' and 'Academic Year: 2014'. A navigation bar contains tabs for Attendance, Schedule, Student Course Choices, Gradebook, Grades, Graduation Requirements, Discipline, Fees, and My Profile. The 'Student Course Choices' section displays the student's information: Student ID, Birth Date (12/30/1995), and Grade Level (12). Below this, a section titled 'Your counselor has already assigned you to these courses:' lists the following courses:

Business Comm	English/Lang Art 12	Physical Training	Technical Graphics 2
Computer Graphics 1	Entrepreneurship 1 (Psychology	Trigonometry - Analy
Computer Software Ap	Physical Training	Sociology	

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14. To view the scores and assignments for your student for the current quarter, click the **Gradebook** tab.

SchoolMAX(TM) - Gradebook

sbx.sis.pgcps.org/schoolmax/process.do?9uw3YEa.aU7zaju.xnn.xGOS0-O6-C0%2B5G_h6_00.0D6gwUVm3zw_VkU1mREEM_aUzWgkz1356F

BOWIE HIGH
Family Portal Parent Account

Academic Year: 2014 [change] Auto Logout in: 29:13

Attendance Schedule Student Course Choices **Gradebook** Grades Graduation Requirements Discipline Transportation Fees My Profile

Student name :: [redacted]

Change Gradebook: [dropdown] [Go]

Course ID	Course Name	Term	Period	Instructor(s)	
290610-12	Sociology	S1	1	[redacted] (primary)	[Grades] [Assignments]
220000-22	Psychology	S2	1	[redacted] (primary)	[Grades] [Assignments]
810503-1	Technical Graphics 2	FY	1	[redacted] (primary)	[Grades] [Assignments]
106503-14	English/Lang Art 12	FY	2	[redacted] (primary)	[Grades] [Assignments]
574403-3	Entrepreneurship 1 (FY	2	[redacted] (primary)	[Grades] [Assignments]
551100-15	Business Comm	S1	3	[redacted] (primary)	[Grades] [Assignments]
719470-16	Physical Training	S1	3	[redacted] (primary)	[Grades] [Assignments]
534000-15	Computer Software Ap	S2	3	[redacted] (primary)	[Grades] [Assignments]
719480-16	Physical Training	S2	3	[redacted] (primary)	[Grades] [Assignments]
370003-17	Trigonometry - Analy	FY	4	[redacted] (primary)	[Grades] [Assignments]

15. Locate the course you want to view and click either **Grades** or **Assignments** to view details.

16. To view report cards or an unofficial transcript, click the **Grade** tab.

SchoolMAX(TM)

sbx.sis.pgcps.org/schoolmax/process.do?9uw3YEa.aU7zaju.xnn.xGOS0-O6-C0%2B5G_h6_00.0D6gwUVm3zw_WELLzYzU_ekUWuYkzwegk:

BOWIE HIGH
Family Portal Parent Account

Academic Year: 2014 [change] Auto Logout in: 28:50

Attendance Schedule Student Course Choices **Gradebook** **Grades** Graduation Requirements Discipline Transportation Fees My Profile

Student name :: [redacted]

Progress Report Unofficial Transcript

Date of Birth: 12/30/1995 Gender: Male

Counselor: [redacted]

Graduation Date:

Sort by: Academic Year [dropdown] [Go]

Year	School	Grade Level	Department	Course ID	Section	Course Name	Term	Grade	Points Earned	Attempted Credits	Honor Points	Earned Credits
2009	BENJAMIN TASKER MIDDLE	07	954	712700	18	Health Education 7	Q3	D	1.0	0.25	0.25	0.25
2009	BENJAMIN TASKER MIDDLE	07	954	674700	23	Art 7	Q2	B	3.0	0.25	0.75	0.25

17. By default, the Grades tab shows the unofficial transcript, which shows final grades from each course, sorted by academic year. To see the reports cards or progress reports, click the **Progress Report** link.

Academic Year: 2014 [change] Auto Logout in: 29:13

Student name :: [REDACTED]

Change Academic Year: 2014 Go

Change Grading Period: All Go

Period	Course ID	Course Name	Grade Period 1	Grade Period 2	Grade Period 3	Grade Period 4	Grade Period 0 FG
1	810503-1	Technical Graphics 2	97	97	95	95	97
2	106503-14	English/Lang Art 12	85	80	72	69	74
2	574403-3	Entrepreneurship 1 (80	80	63	83	78
4	370003-17	Trigonometry - Analy	84	70	62	63	75
4	619903-8	Computer Graphics 1	69	77	92	91	90
1	290610-12	Sociology	89	88	87	90	B
3	551100-15	Business Comm	85	84	79	87	B

18. By default the Progress Report page shows the most recent published grades. To change either the academic year or the grading period, select it from the drop-down lists.
19. To check on graduation requirements such as service hours, click the **Graduation Requirements** tab.

College Entry: Intended Career Pathway/s: Data for picklist is missing. Please populate first.

Plans to Attend College:

Student Assigned Graduation Standards

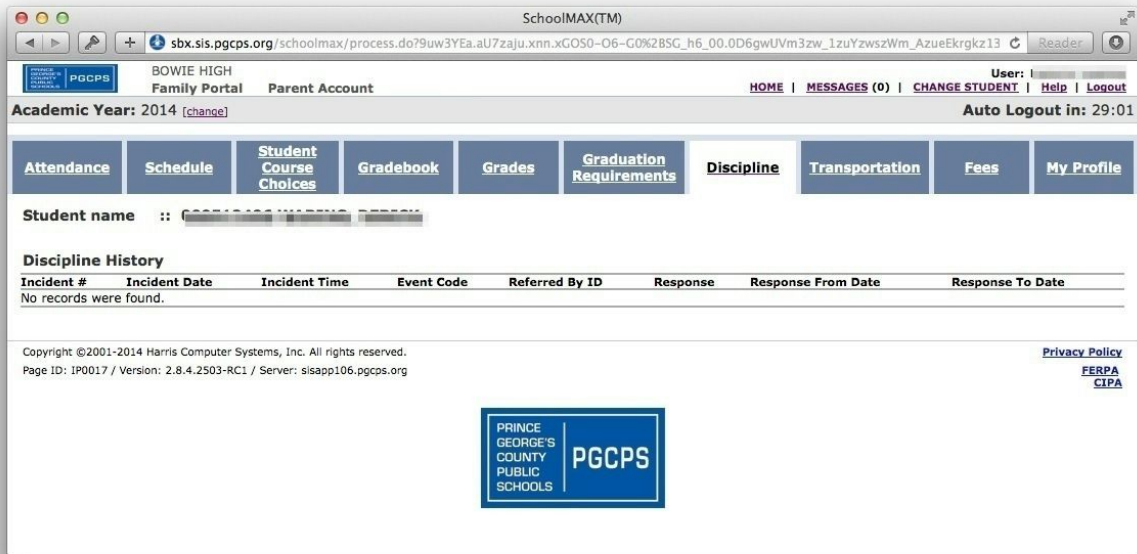
Displaying 1-2 of 2 Items

Graduation Standards Group ID	Graduation Year	School Name	Diploma Type
<u>1504</u>	4445	BENJAMIN TASKER MIDDLE	Service Hours for MSDE Diploma
<u>2488</u>	4445	BOWIE HIGH	Service Hours for MSDE Diploma

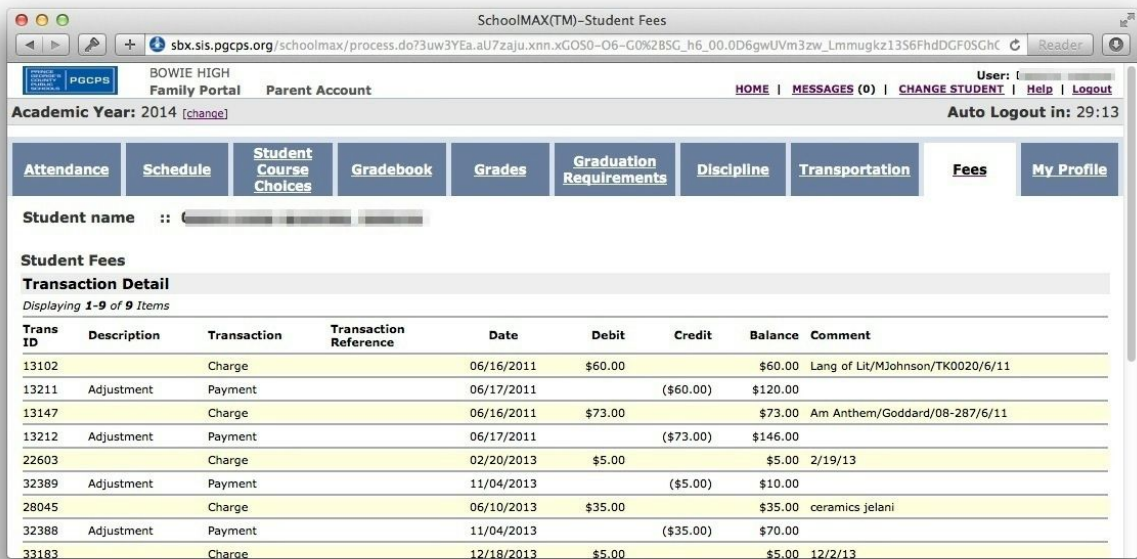
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Privacy Policy FERPA CIPA

20. To view discipline incidents in which your student was the victim, witness, or offender, click the **Discipline** tab.



21. If your student's school uses the SchoolMAX Fees module, you can view any current or passed fines on the **Fees** tab.

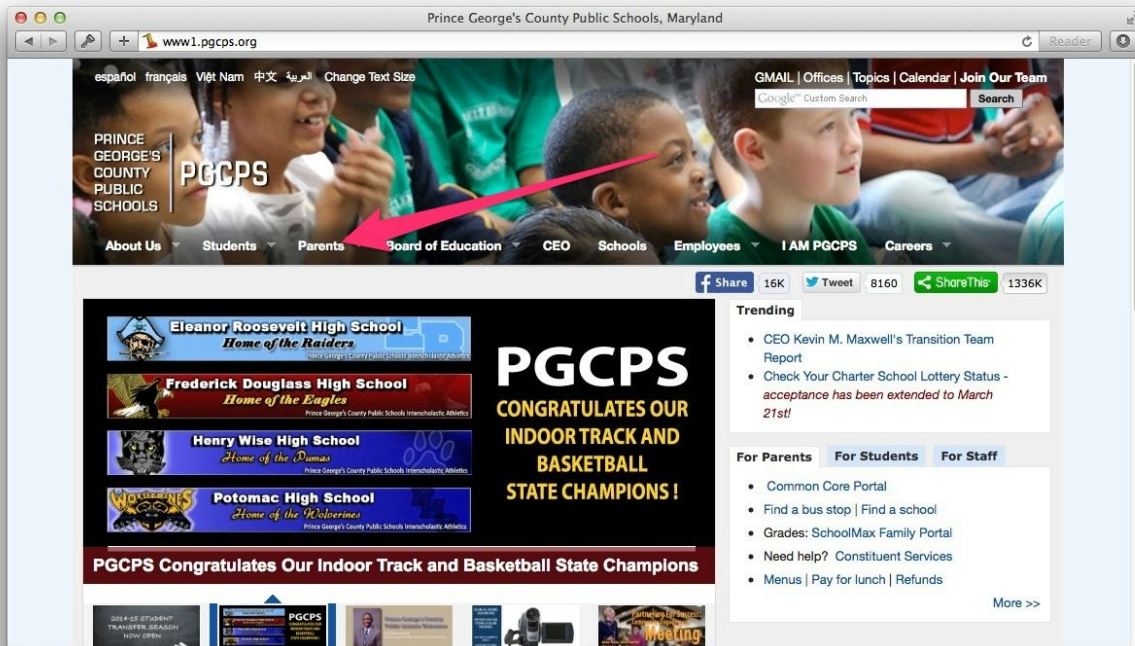


22. To view a different student in your household, click **Change Student**.

Forgot Password

The new Family Portal system allows you to reset your password. If you have forgotten your password:

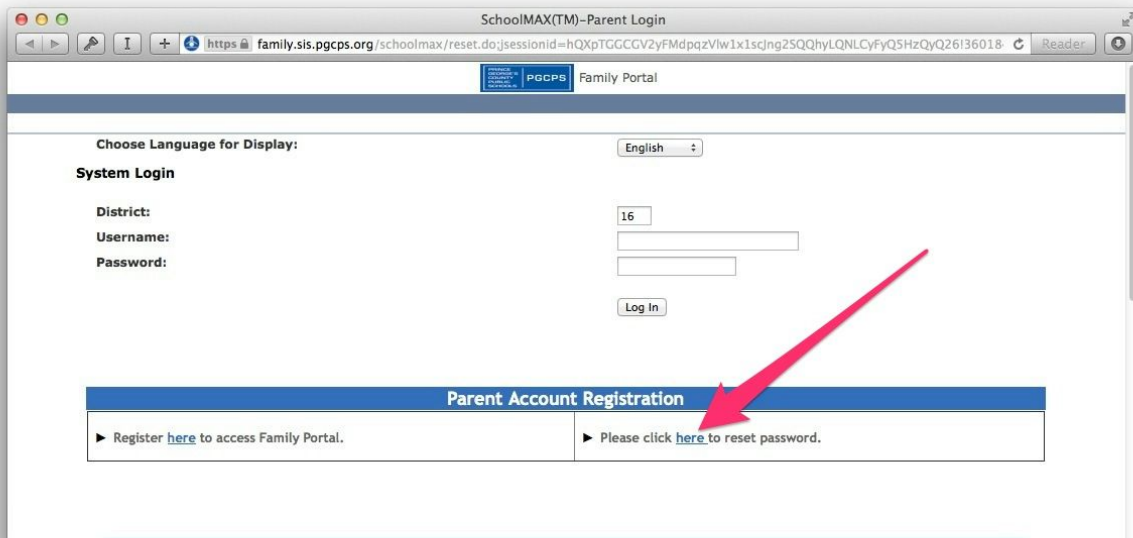
1. Go to www.pgcps.org



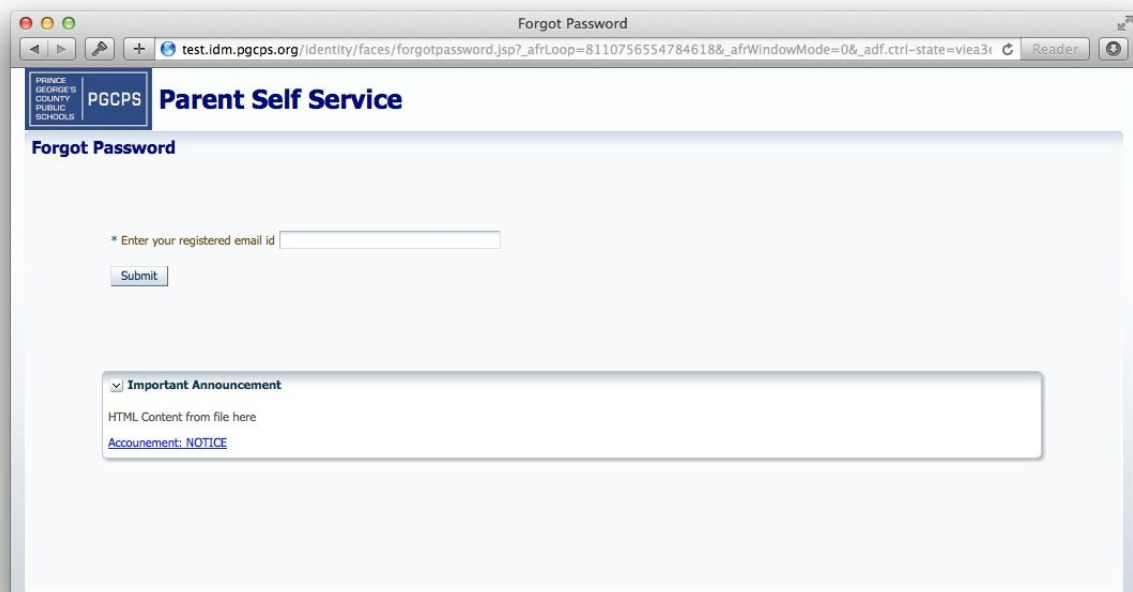
2. Hover your cursor over the **Parents** tab.



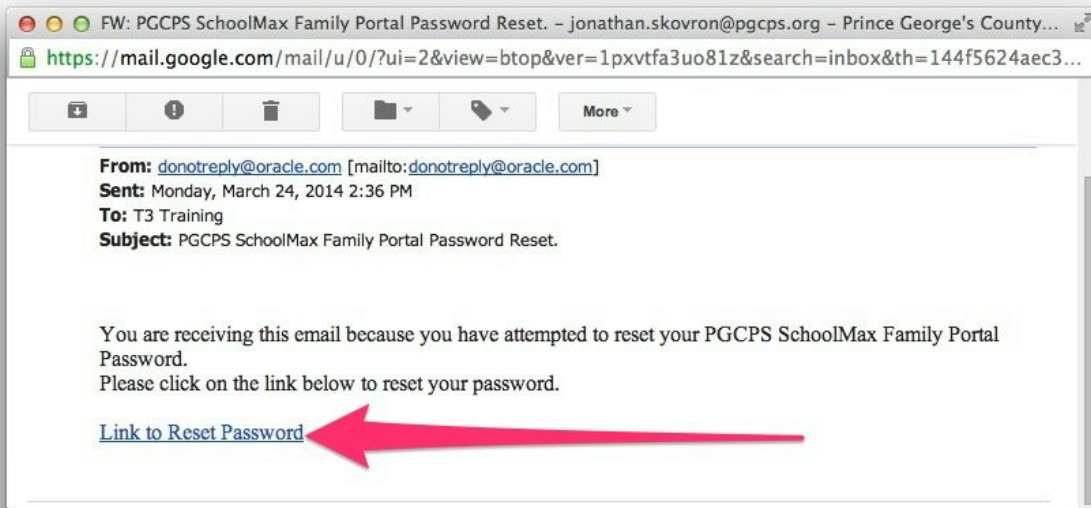
3. Click the **SchoolMAX Family Portal** link.



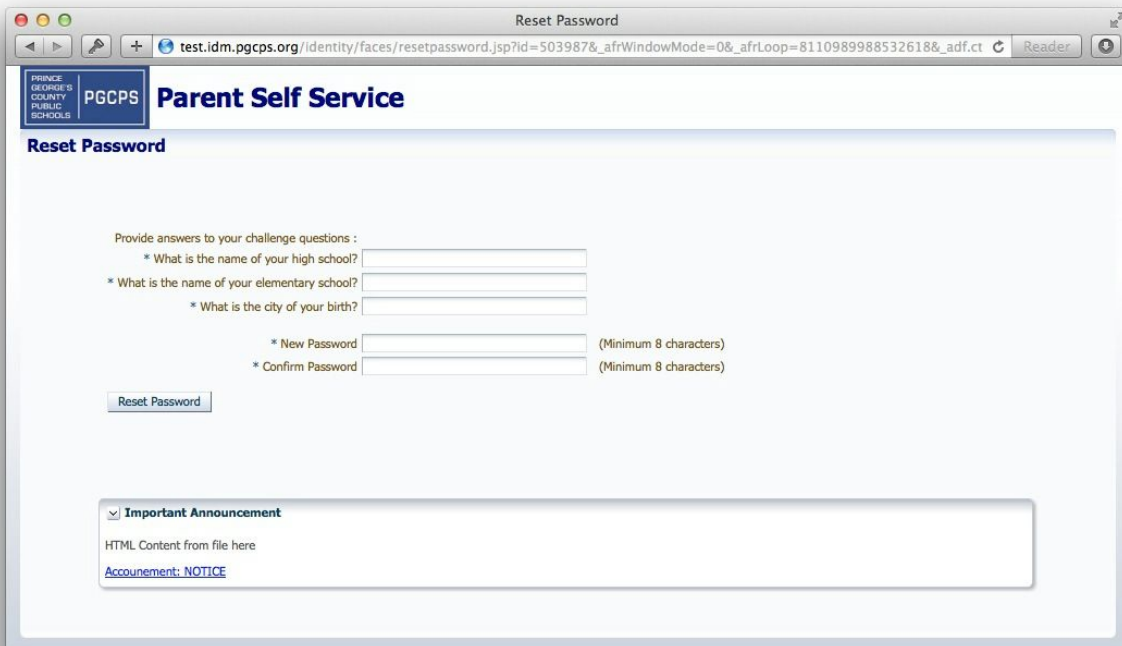
4. Click the **Please click here to reset password** link.



5. Enter your email address in the text box.
6. Click **Submit**.
7. Open your email and look for a message with the subject "PGCPs SchoolMax Family Portal Password Reset".

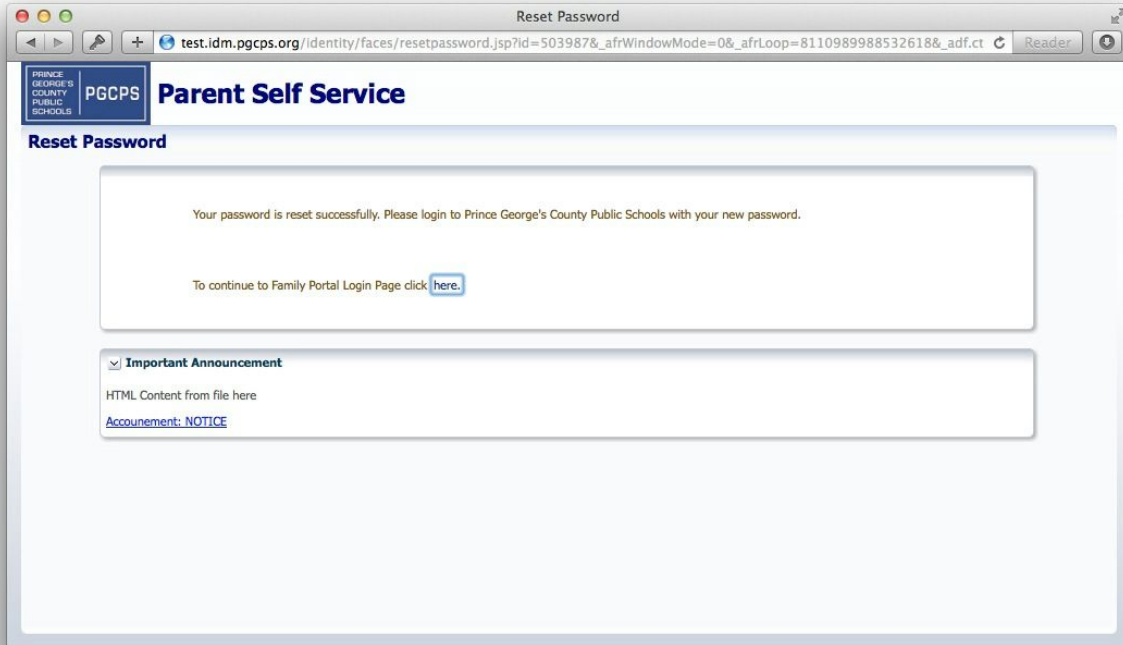


8. Open the message and click the **Link to Reset Password**. *NOTE: The link can be used only once. If you click the link but do not complete the password reset process at that time, you will need to repeat steps 1-6 again to receive a new email message with a new link.*



9. Answer the security questions that you selected during the registration process. If you cannot remember the answers to your challenge questions, please contact the Family

- Portal Administrator at your child's school for assistance.
10. Enter the **New Password**.
 11. Re-enter the new password in the **Confirm Password** text box.
 12. Click the **Reset Password** button.

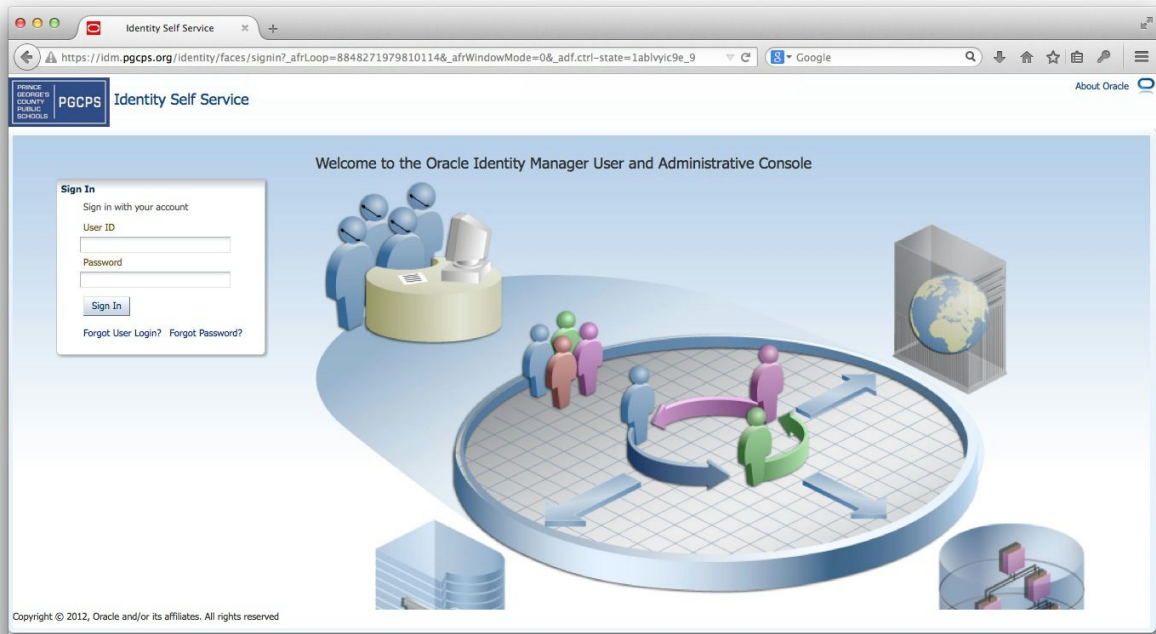


13. You receive a confirmation message that your password has been changed.

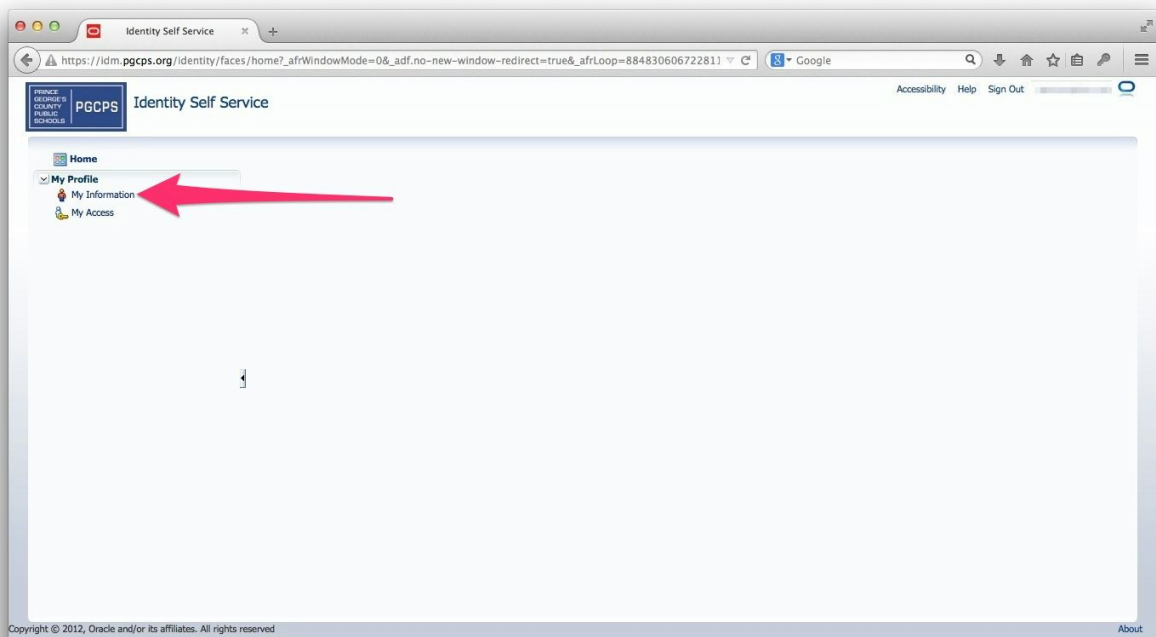
Changing Challenge Questions

If you need to change your challenge questions, you can log in and change them yourself.

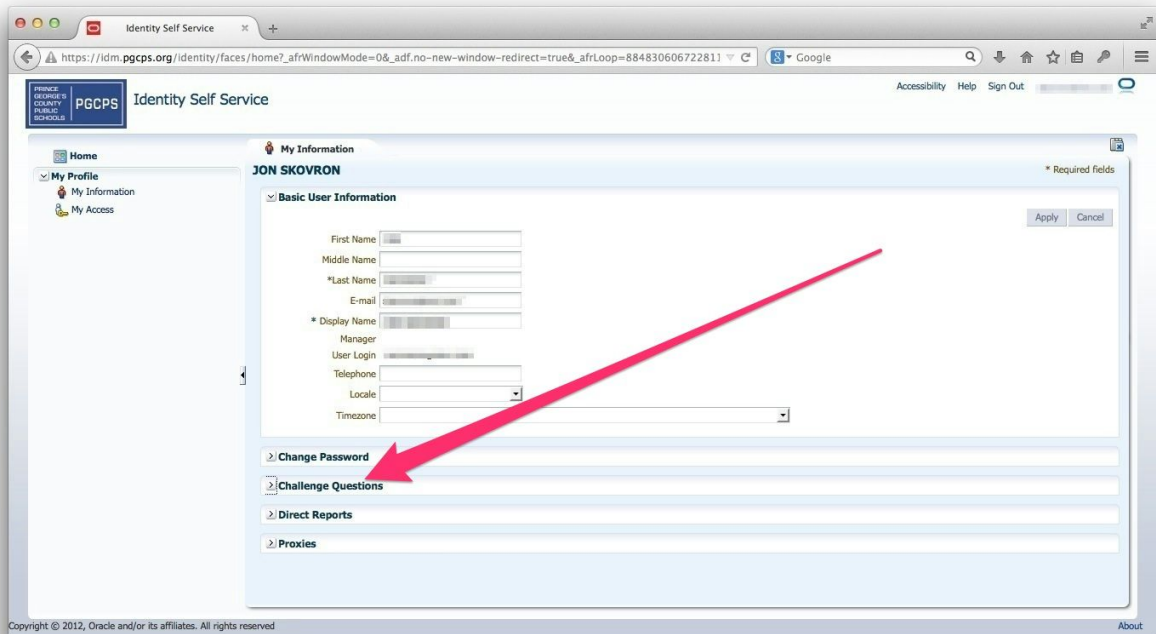
1. Go to <https://idm.pgcps.org>.



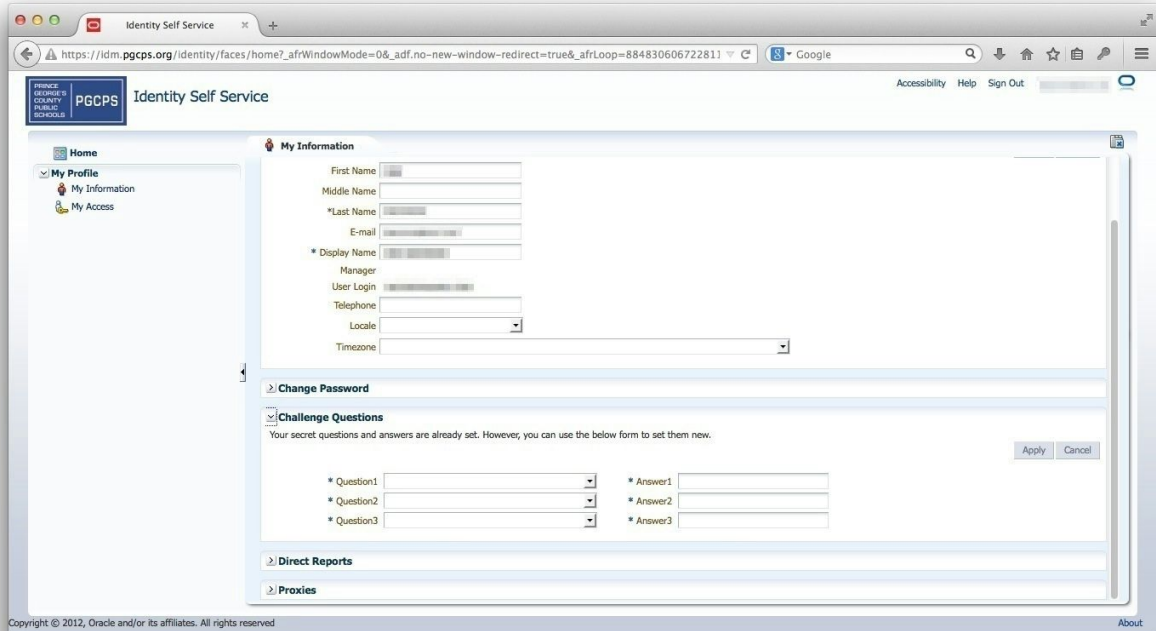
2. Enter your **User ID** and **Password**.
3. Click **Sign In**.



4. Click **My Information**.



5. Click **Challenge Questions**.



6. Select new questions from the drop-down and provide answers.

7. Click **Apply**.

Changing Contact Information

If you need to change your address after you register, you must contact the Family Portal Admin at the school. If you need to change the mailing address or phone number, you must contact the school registrar. For mailing address changes, make sure you bring proof of residency, such as a lease or utility bill.