



## Additional Information

If you have difficulty logging into PSC, the **HISD Service Desk** is ready to assist at **713-892-7378** or **helpdesk@houstonisd.org**.

### **HISD Service Desk Hours of Operation:**

Our phone support hours of operation are **6:30 am – 5:00 pm, Monday through Friday**, excluding holidays.

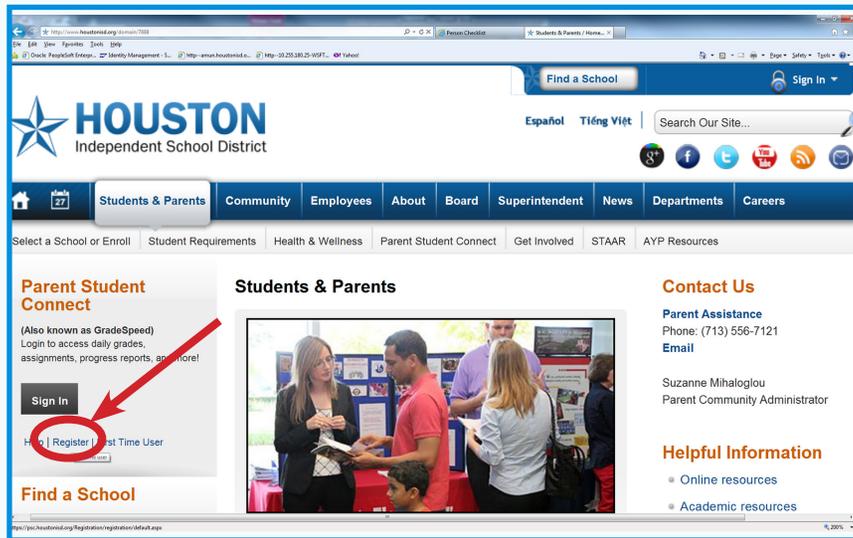
Our email line is active 24 hours a day, 7 days a week.



## HISD's Parent Student Connect (PSC) **Getting Started Guide**

## How to Register

1. Please go to <http://www.houstonisd.org/domain/7888> to access the **Parent Student Connect (PSC)**. Select **“Register”**.



2. Select **Student or Parent** option. Then, select **“Continue”**.
3. Please **“√”** inside the **“Check this box if you agree to the above and click on Continue”** section.
4. **Complete all fields**, then select **“Continue”**.
5. **Students:** Your PSC username will appear in **“Here is your username”** field. Select **“Continue”**.  
**Parents:** Please create a **Parent username**, with the directed format. Then, select **“Continue”**.
6. Select your **security questions**. Then, select **“Continue”**.
7. Create your **PSC password**, with the directed format. Then, select **“Continue”**.
8. Congratulations! Your Parent Student Connect (PSC) account has been successfully created. You are ready to log into the Parent Student Connect (PSC).

## How to Find your Username

1. Please go to <http://www.houstonisd.org/domain/7888> to access the Parent Student Connect (PSC). Select **“Help”**.
2. Select **Student or Parent** option. Then, select **“Continue”**.
3. Select **“Find my username”**.
4. Complete **all fields**, then select **“Retrieve Username”**.
5. Write down your user name as it appears in the **“Here is your username”** field. Then, select **“Continue”**.
6. You are ready to log into PSC with your retrieved Username and existing Password.

## How to Reset your Password

1. Please go to <http://www.houstonisd.org/domain/7888> to access the Parent Student Connect (PSC). Select **“Help”**.
2. Select **Student or Parent** option. Then, select **“Continue”**.
3. Select **“Forgot my password”**.
4. Enter your username in the **“Enter your username”** field. Then, select **“Continue”**.
5. Enter your **Security Questions answers** previously set. Then, select **“Continue”**.
6. Create your **new password**, utilizing the format provided.
7. You are ready to log into PSC. Select **“Continue”**.