



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

DEPARTMENT OF INFORMATION TECHNOLOGY
HOUSTON INDEPENDENT SCHOOL DISTRICT

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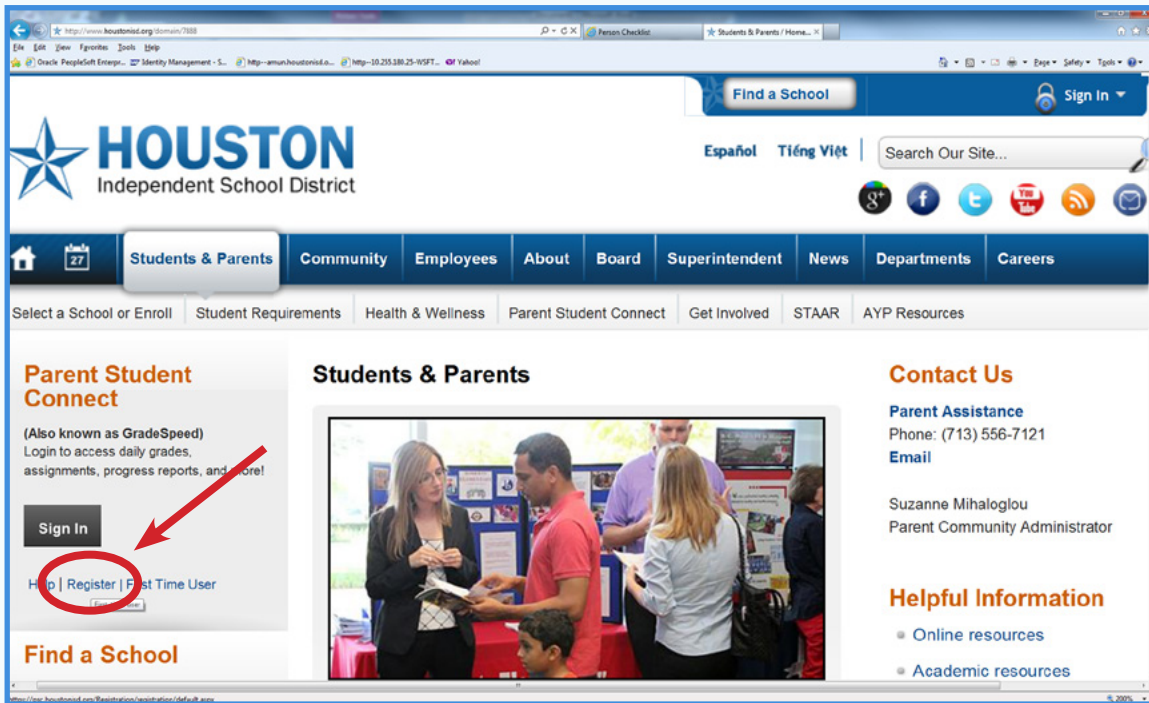
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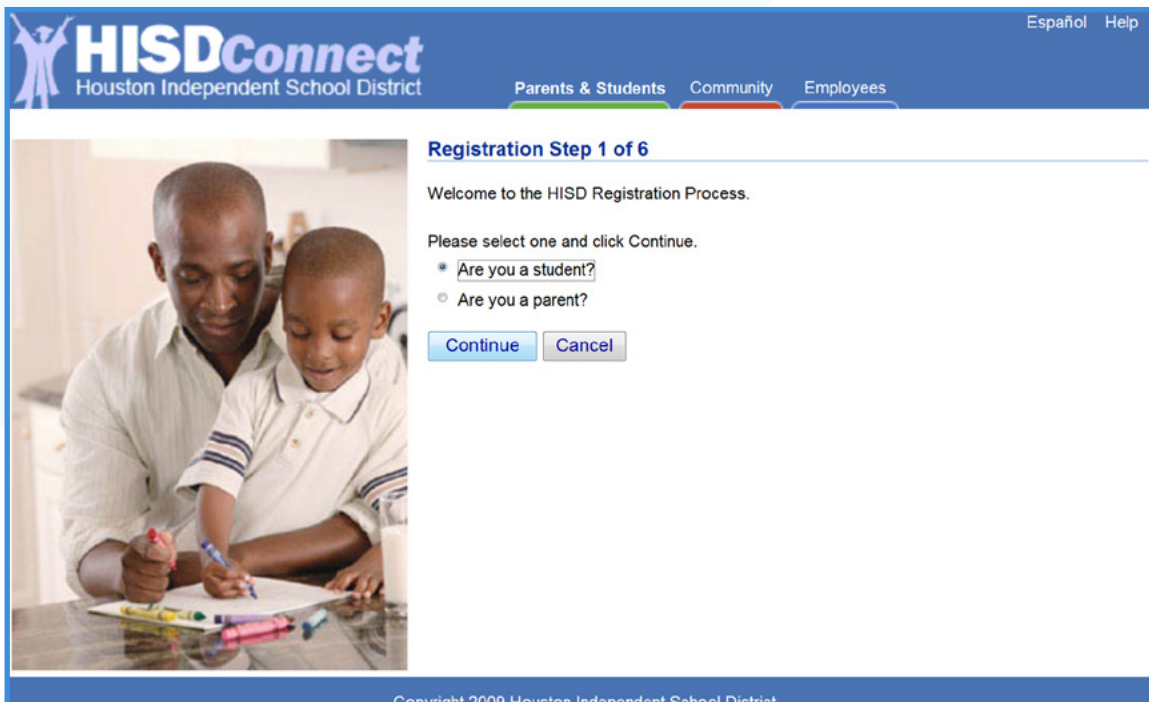
How to **Register**

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

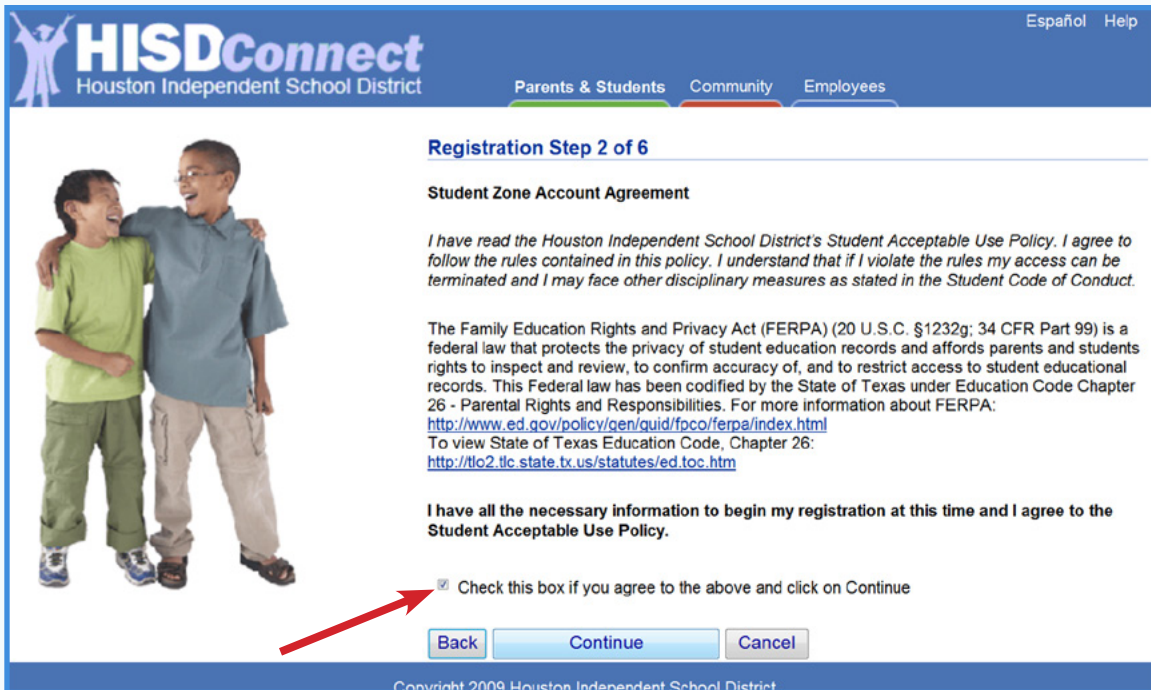


2. **Registration Step 1 of 6**
→ Please select **Student or Parent** option. Then, select the **"Continue"** button.



3. Registration Step 2 of 6

→ Please “✓” inside the “Check this box if you agree to the above and click on Continue” section.



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Registration Step 2 of 6

Student Zone Account Agreement

I have read the Houston Independent School District's Student Acceptable Use Policy. I agree to follow the rules contained in this policy. I understand that if I violate the rules my access can be terminated and I may face other disciplinary measures as stated in the Student Code of Conduct.

The Family Education Rights and Privacy Act (FERPA) (20 U.S.C. §1232g; 34 CFR Part 99) is a federal law that protects the privacy of student education records and affords parents and students rights to inspect and review, to confirm accuracy of, and to restrict access to student educational records. This Federal law has been codified by the State of Texas under Education Code Chapter 26 - Parental Rights and Responsibilities. For more information about FERPA:
<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>
 To view State of Texas Education Code, Chapter 26:
<http://tlo2.tlc.state.tx.us/statutes/ed.toc.htm>

I have all the necessary information to begin my registration at this time and I agree to the Student Acceptable Use Policy.

☒ Check this box if you agree to the above and click on Continue

Back Continue Cancel

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4. Registration Step 3 of 6

→ Please **complete all fields** noted below. Then, select the “Continue” button.



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Registration Step 3 of 6

Enter Student Info (Must Match School Records Exactly)

Parent First Name:

Parent Last Name:

Student HISD ID Number:

Student First Name:

Student Middle Initial:

Student Last Name:

Student Date of Birth: (MM/DD/YYYY)

Email Address: Email Address is required for Academic, Conduct and Cafeteria notification triggers

If you believe your student's information may be incorrect, then complete the appropriate forms at your student's school.

Back Continue Cancel

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5. Registration Step 4 of 6

Students

→ Your PSC username will appear in “**Here is your username**” field. Select the “**Continue**” button.



The screenshot shows the HISDConnect website interface for the 'Parents & Students' section. The page title is 'Registration Step 4 of 6'. On the left is a photo of two young boys. The main content area displays 'Here is your username' with a text box containing 'dlola100'. Below this, it says '*Write down your username, it is required to login.' and provides three buttons: 'Back', 'Continue', and 'Cancel'. The footer includes the copyright notice 'Copyright 2009 Houston Independent School District'.

Parents

→ Please create a **Parent username**, with the directed format. Then, select the “**Continue**” button.



The screenshot shows the HISDConnect website interface for the 'Parents & Students' section. The page title is 'Registration Step 4 of 6'. On the left is a photo of a young woman. The main content area displays instructions: 'Username must be at least 8 characters with a mix of letters and numbers. The number cannot be at the end of your username.' It then prompts 'Create your username' with a text box, followed by 'Examples: J1ckSmith, 202janelee'. Below that is a 'Confirm your username' text box. It concludes with '*Write down your username. It is required to login.' and three buttons: 'Back', 'Continue', and 'Cancel'. The footer includes the copyright notice 'Copyright 2009 Houston Independent School District'.

6. Registration Step 5 of 6

→ Please select your **security questions**. Then, select the “**Continue**” button.



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Registration Step 5 of 6

If you forget your password or need to reset your password, you will be asked the following security questions. Please select a question and record your answer.

The answers to the security questions should be:

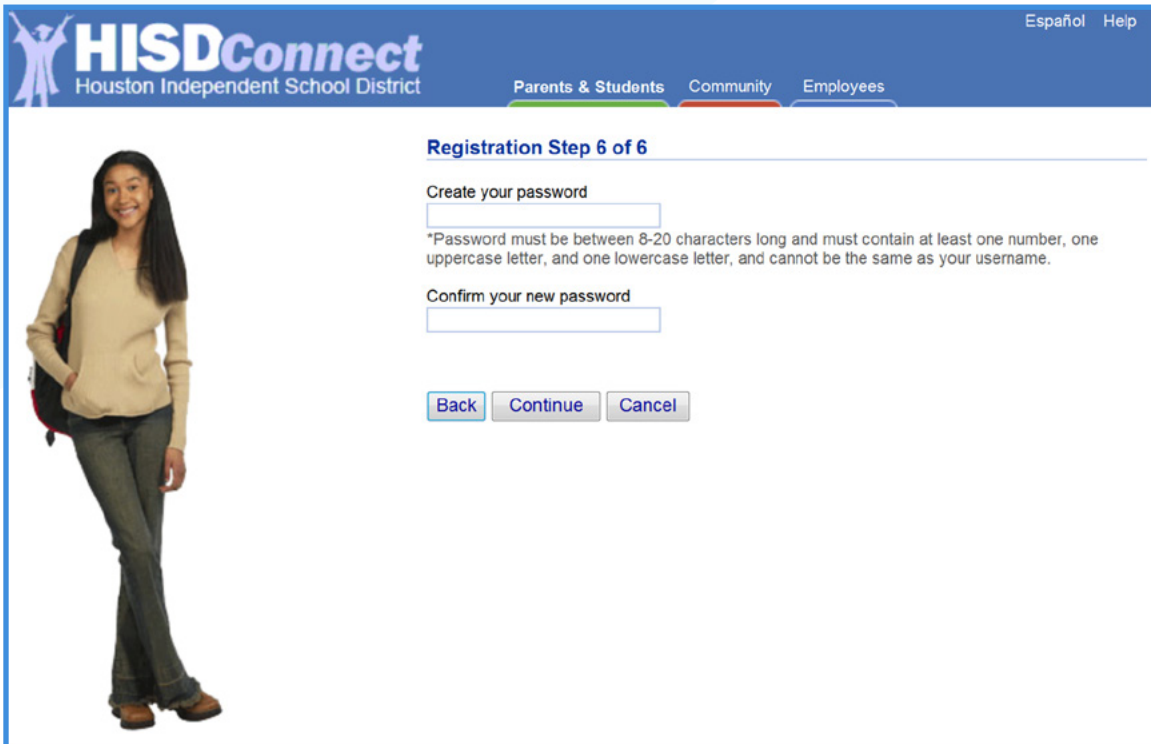
- something known to only you
- not related to your password
- easy for you to remember

Question 1	Please select question 1
Answer 1	<input type="text"/>
Question 2	Please select question 2
Answer 2	<input type="text"/>

[Back](#) [Continue](#) [Cancel](#)

7. Registration Step 6 of 6

→ Please create your **PSC password**, with the directed format. Then, select the “**Continue**” button.



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Registration Step 6 of 6

Create your password

*Password must be between 8-20 characters long and must contain at least one number, one uppercase letter, and one lowercase letter, and cannot be the same as your username.

Confirm your new password

[Back](#) [Continue](#) [Cancel](#)

8. **Congratulations! Your Parent Student Connect (PSC) account has been successfully created. You are ready to log into the Parent Student Connect (PSC).**



Additional Information

For assistance in obtaining your existing username and/or password, please go to the PSC home page: <http://www.houstonisd.org/domain/7888>
Select the "Help" button.

Cookies must be enabled on your browser to use PSC.

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:

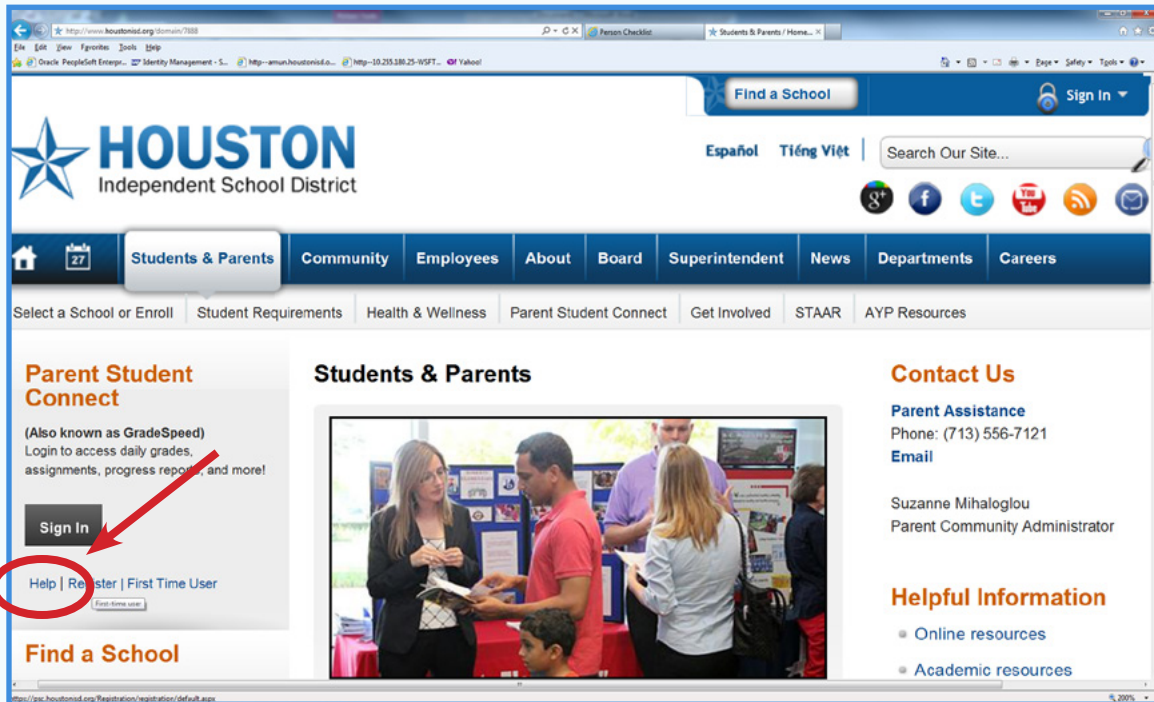
Our phone support hours of operation are **6:30 am – 5:00 pm, Monday through Friday**, excluding holidays. Our email line is active 24 hours a day, 7 days a week.



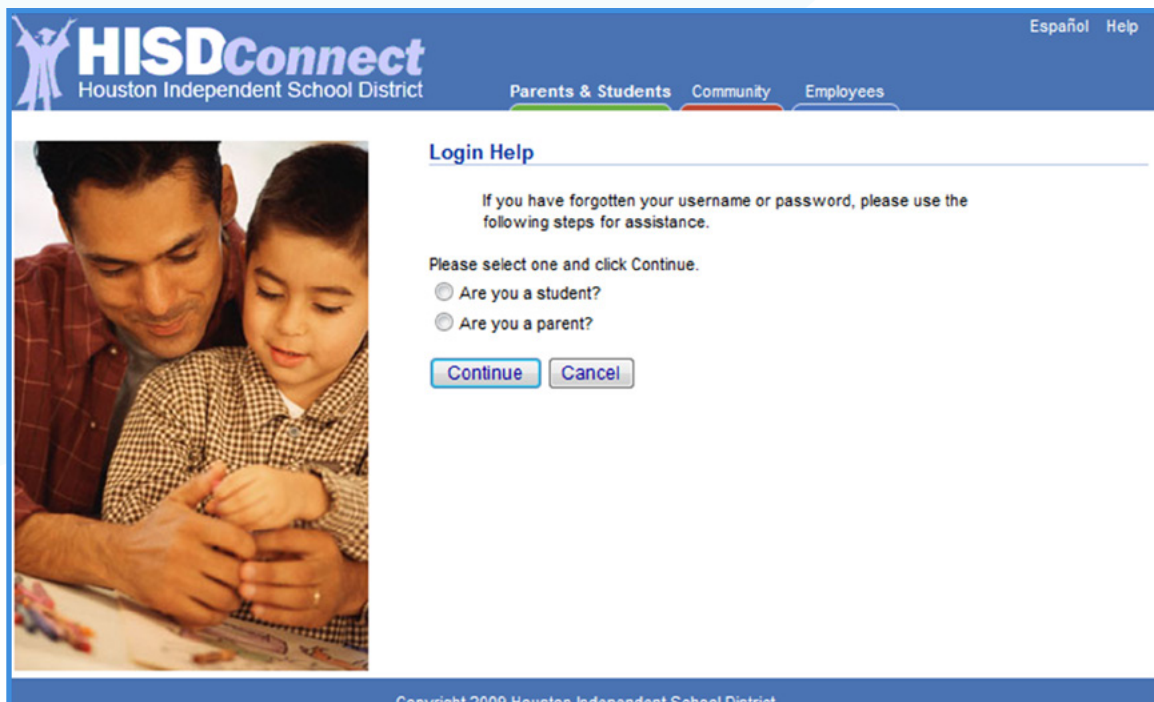
How to Find your **Username**

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



2. **Login Help**
→ Please select **Student or Parent** option. Then, select the **"Continue"** button.

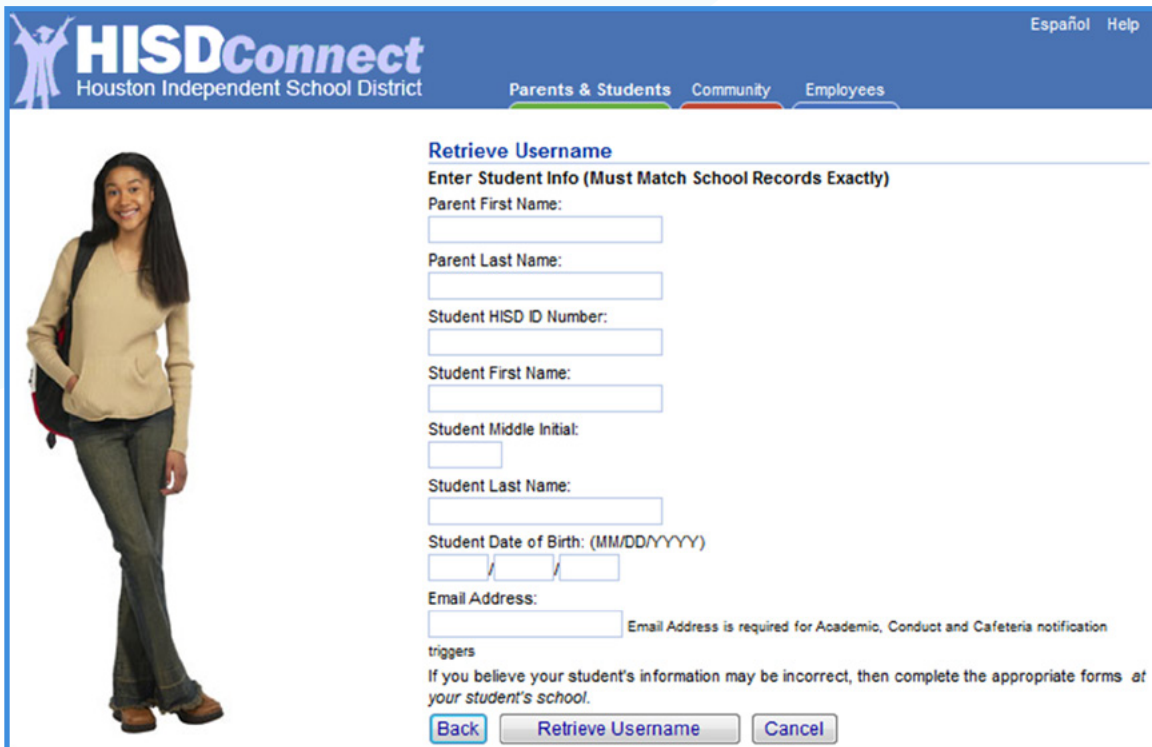


3. **Login Help**
→ Please select “Find my username”.



The screenshot shows the HISDconnect website interface. At the top, there is a blue header with the HISDconnect logo and the text "Houston Independent School District". To the right of the logo are links for "Español" and "Help". Below the header, there are three tabs: "Parents & Students" (which is selected), "Community", and "Employees". The main content area is titled "Login Help" and contains a list of links: "1. [Forgot my password](#)" and "2. [Find my username](#)". Below the links are two buttons: "Back" and "Cancel". On the left side of the page, there is a vertical image of a young man in an orange shirt and dark pants. At the bottom of the page, there is a copyright notice: "Copyright 2009 Houston Independent School District".

4. **Retrieve Username**
→ Enter **all fields** noted. Then, select “Retrieve Username”.



The screenshot shows the HISDconnect website interface for the "Retrieve Username" page. At the top, there is a blue header with the HISDconnect logo and the text "Houston Independent School District". To the right of the logo are links for "Español" and "Help". Below the header, there are three tabs: "Parents & Students" (which is selected), "Community", and "Employees". The main content area is titled "Retrieve Username" and contains the following fields: "Enter Student Info (Must Match School Records Exactly)", "Parent First Name:", "Parent Last Name:", "Student HISD ID Number:", "Student First Name:", "Student Middle Initial:", "Student Last Name:", "Student Date of Birth: (MM/DD/YYYY)", and "Email Address:". Below the "Email Address:" field, there is a note: "Email Address is required for Academio, Conduct and Cafeteria notification triggers". At the bottom of the page, there is a note: "If you believe your student's information may be incorrect, then complete the appropriate forms at your student's school." Below the note are three buttons: "Back", "Retrieve Username", and "Cancel". On the left side of the page, there is a vertical image of a young woman in a yellow shirt and dark pants. At the bottom of the page, there is a copyright notice: "Copyright 2009 Houston Independent School District".

5. Retrieve Username

- Write down your user name as it appears in the “**Here is your username**” field.
Then, select the “**Continue**” button.



The screenshot shows the HISDConnect website interface. The header includes the HISDConnect logo, the text 'Houston Independent School District', and navigation tabs for 'Parents & Students', 'Community', and 'Employees'. In the top right corner, there are links for 'Español' and 'Help'. The main content area is titled 'Retrieved Username' and features a photograph of a man and a child on the left. On the right, it displays the text 'Here is your username' followed by a text box containing 'lcombs100'. Below this, it says '*Write down your username, it is required to login.' At the bottom of the content area are two buttons: 'Continue' and 'Forgot my Password'. The footer of the page reads 'Copyright 2009 Houston Independent School District'.

6. Enter your Username and Password

- You are ready to log into PSC with your retrieved Username and existing Password.



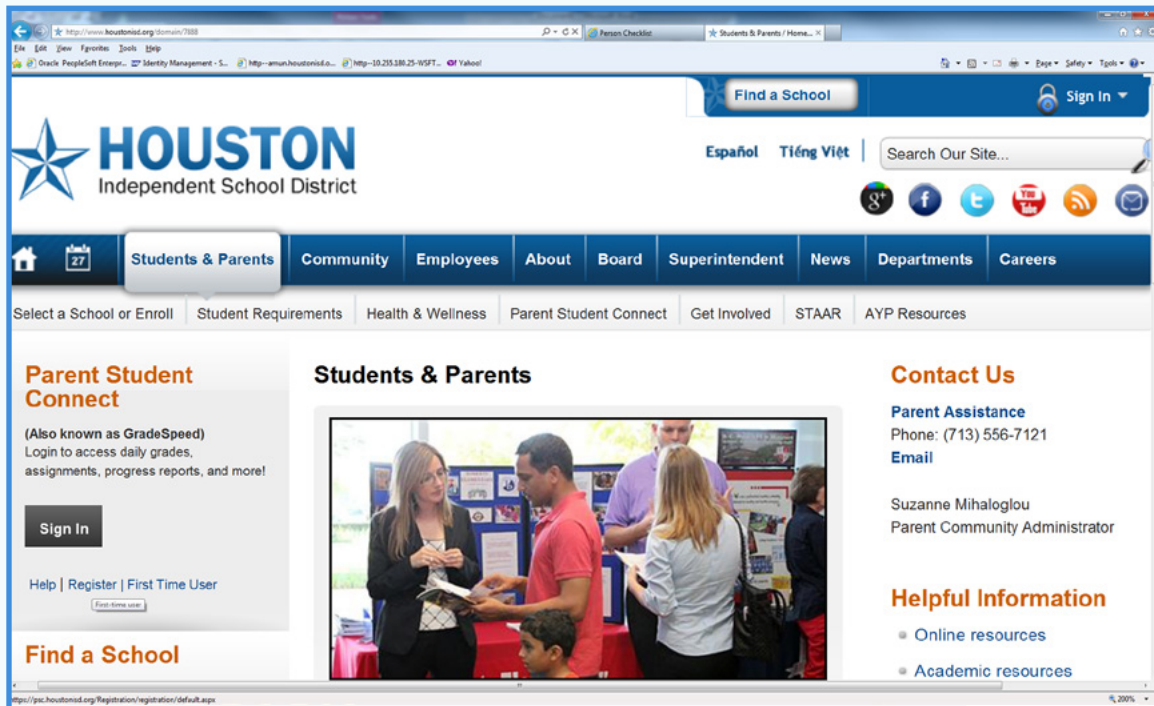
The screenshot shows the HISDConnect website interface for the login page. The header is identical to the previous screenshot, with the HISDConnect logo, 'Houston Independent School District', navigation tabs, and 'Español'/'Help' links. The main content area is titled 'Enter your username and password'. It contains two input fields: 'Username:' and 'Password:'. Below these fields are a 'Login' button and a link that says 'Trouble logging in?'. The footer of the page reads 'Copyright 2009 Houston Independent School District'.

How to Reset your **Password**

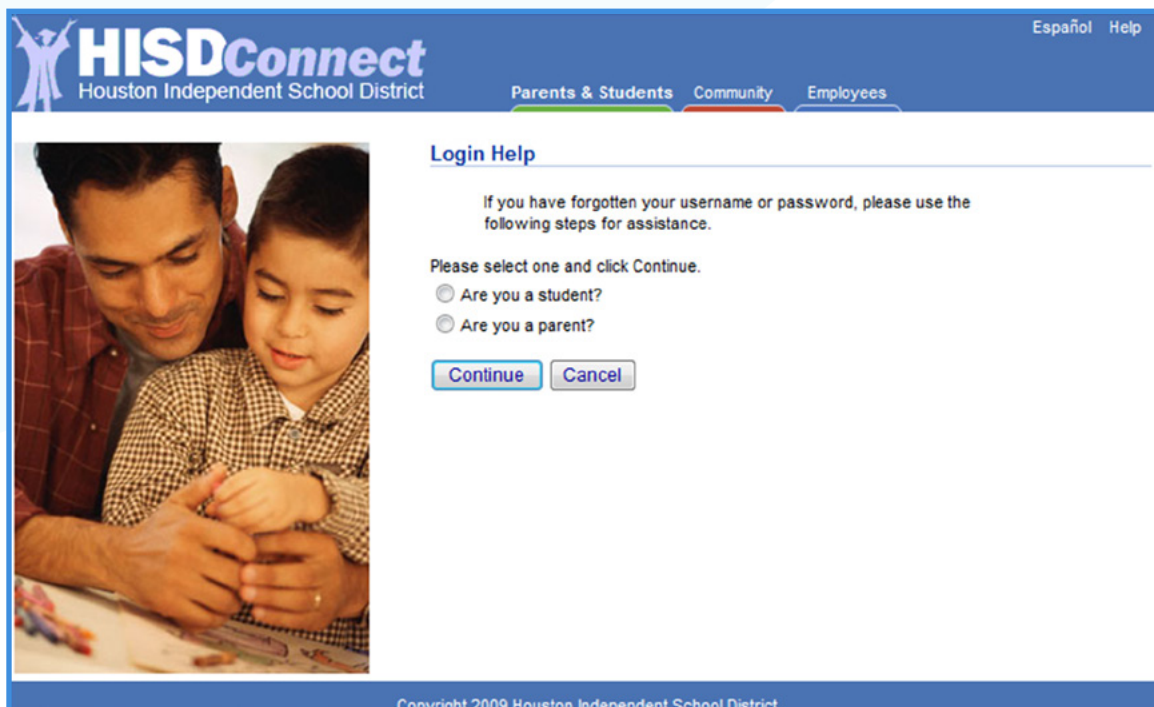


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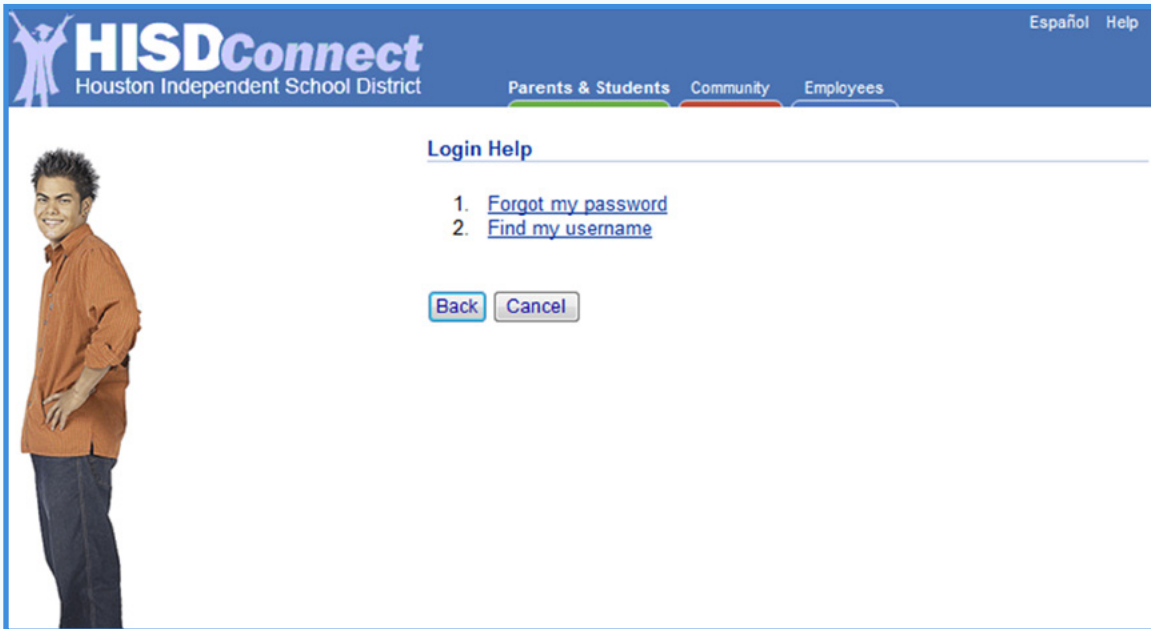
1. Please go to <http://www.houstonisd.org/domain/7888> to access the **Parent Student Connect (PSC)**. Select **"Help"**.



2. **Login Help**
→ Please select **Student or Parent** option. Then, select the **"Continue"** button.



3. **Login Help**
→ Please select **“Forgot my password”**.



The screenshot shows the HISDConnect website interface. The header includes the HISDConnect logo, the text 'Houston Independent School District', and navigation tabs for 'Parents & Students', 'Community', and 'Employees'. In the top right corner, there are links for 'Español' and 'Help'. The main content area is titled 'Login Help' and contains a numbered list: 1. [Forgot my password](#) and 2. [Find my username](#). Below the list are two buttons: 'Back' and 'Cancel'. On the left side of the page, there is a photograph of a young man in an orange shirt and dark pants.

4. **User Identification Step 1 of 2**
→ Please enter your username in the **“Enter your username”** field, then select the **“Continue”** button.



The screenshot shows the HISDConnect website interface for the 'User Identification Step 1 of 2' page. The header is identical to the previous screenshot. The main content area is titled 'User Identification Step 1 of 2' and contains a text input field labeled 'Enter your username'. Below the input field are three buttons: 'Back', 'Continue', and 'Cancel'. On the left side of the page, there is a photograph of two young boys, one in a green shirt and the other in a blue shirt, standing together.

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5. **User Identification Step 2 of 2**

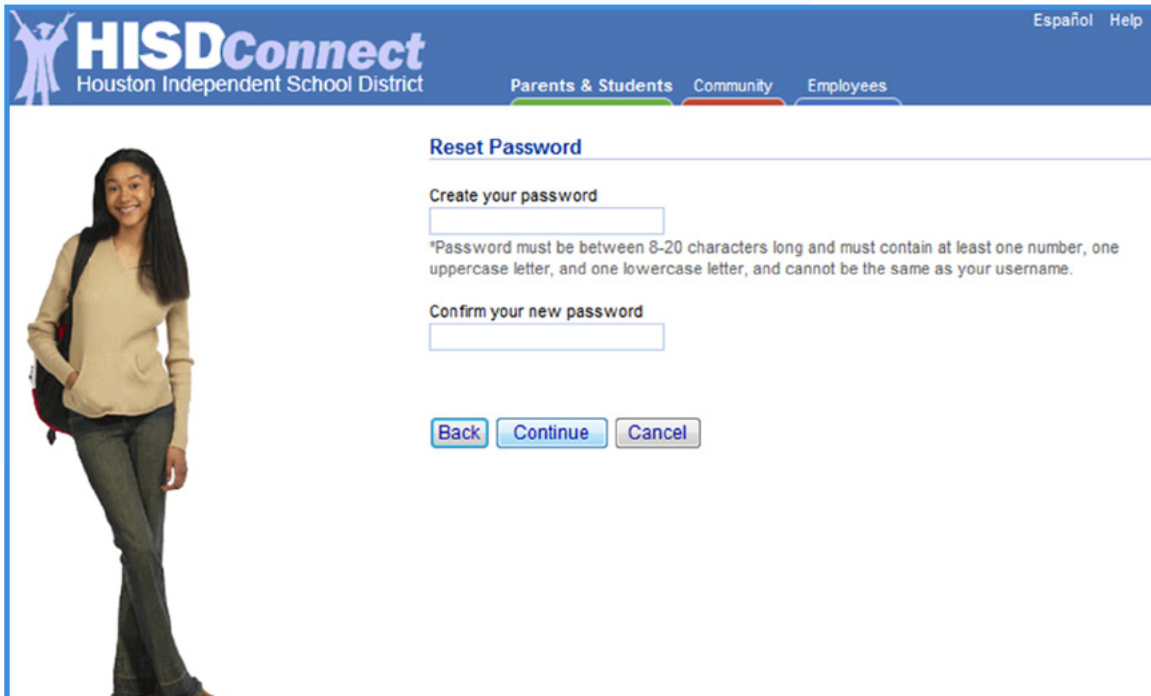
→ Please enter your **Security Questions** answers previously set. Then, select the “**Continue**” button.



The screenshot shows the HISDConnect website interface. The header includes the HISDConnect logo, the text "Houston Independent School District", and navigation tabs for "Parents & Students", "Community", and "Employees". The page title is "User Identification Step 2 of 2". Below the title, it says "Please answer the following security questions, then click the continue button." There are two text input fields: "What is the name of your first stuffed animal?" and "What is the name of your favorite book?". Below the fields are three buttons: "Back", "Continue", and "Cancel". On the left side of the page, there is a photograph of a man and a young boy sitting at a table, looking at a book together. At the bottom of the page, it says "Copyright 2009 Houston Independent School District".

6. **Reset Password**

→ Please **create your new password**, utilizing the format provided.



The screenshot shows the HISDConnect website interface. The header includes the HISDConnect logo, the text "Houston Independent School District", and navigation tabs for "Parents & Students", "Community", and "Employees". The page title is "Reset Password". Below the title, it says "Create your password". There is a text input field for the password. Below the field, it says "*Password must be between 8-20 characters long and must contain at least one number, one uppercase letter, and one lowercase letter, and cannot be the same as your username." There is another text input field for "Confirm your new password". Below the fields are three buttons: "Back", "Continue", and "Cancel". On the left side of the page, there is a photograph of a young woman standing and smiling.

7. **Successful Password Reset**

→ You are ready to log into PSC. Select the “**Continue**” button.



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.