Troubleshooting PowerSchool SIS Login Issues

Resolution One – Assuring Appropriate Google Single Sign-On

- Close all browser tabs
- Go to http://www.google.com
- If already logged in, click on the circle in the top right corner and choose "Sign Out"
- Select "Sign In" and log in using your @icademystudent.com account (for parents)
  - Open a new tab
- Go to http://icademymiddleeast.powerschool.com/ (for parents)
- You will be prompted to select an account, choose your @icademystudent.com account.

Resolution Two – Clear Browser Cache

- **For Chrome Browser**
  - In the browser bar, enter:
    - chrome://settings/clearBrowserData
  - At the top of the "Clear browsing data" window, click Advanced.
  - Select the following:
    - Browsing history
    - Download history
    - Cookies and other site data
    - Cached images and files
    - From the "Time range" drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select All time.
  - Click CLEAR DATA.
  - Exit/quit all browser windows and re-open the browser

  For Firefox Browser
  - From the History menu, select Clear Recent History.
    - If the menu bar is hidden, press Alt to make it visible.
  - From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
  - Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
  - Click Clear Now.