HISD’s Parent Student Connect (PSC)

Login Help Guide

Click one of the following options:

Forgot Password
Forgot Username
Forgot Username and Password
HISD’s Parent Student Connect (PSC)

Login Help Guide

Forgot Password
Forgotten Username and/or Password
Throughout the Login Help select Back to return to previous page.

1. Forgot my password
2. Find my username

Throughout the Login Help select Cancel to return to Parents & Students home page.

If you have forgotten both username and password, first, select Find my username, and following those steps, you will be given the option to select Forgot my password to reset your password.
To reset your password, select "Forgot my password".
Select your role – **Student or Parent** and click **Continue**
Enter your username created during registration and click Continue.
Enter the answers to your security questions created during registration and click Continue.
Create and confirm your new password and click Continue.
*Please note password requirements.*
You have successfully reset your Password. Click Continue to login.
Enter username and new password created during Login Help and click Login.
Additional Information

- **Cookies** must be enabled in your browser to use PSC. For assistance with *Enabling Cookies*, see the following link:
  
  [http://www.aera.net/cookie/iecookies.cfm.htm](http://www.aera.net/cookie/iecookies.cfm.htm)

- If you have difficulty with Login Help, call the HISD Helpdesk at 713-892-7378.

  — HISD Help Desk Hours of Operation:
    
    - Monday – Friday: 6:30 am – 6:00 pm (August 2009 – September 2009)
    - Monday – Friday: 7:00 am – 5:00 pm (October 2009 – July 2010)

Click **here** to return to top of Login Help
HISD’s Parent Student Connect (PSC)

Login Help Guide

Forgot Username
Forgotten Username and/or Password
Throughout the Login Help select **Back** to return to previous page.

Throughout the Login Help select **Cancel** to return to Parents & Students home page.

If you have forgotten both username and password, first, select *Find my username*, and following those steps, you will be given the option to select *Forgot my password* to reset your password.
To retrieve your username, select Find my username.
Enter all student information. Click Retrieve Username.

**ATTENTION: Be sure that the information you are entering is the exact same data that is on file with your school.**
Your username created during registration will be displayed.

Click **Continue to login**
Enter **username** and **password** and click **Login**
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Click [here](#) to return to top of Login Help
HISD’s Parent Student Connect (PSC)

Login Help Guide

Forgot Username and Password
Forgotten Username and/or Password
1. Forgot my password
2. Find my username

If you have forgotten both username and password, first, select *Find my username*, and following those steps, you will be given the option to select *Forgot my password* to reset your password.

Throughout the Login Help select **Back** to return to previous page.

Throughout the Login Help select **Cancel** to return to Parents & Students home page.
To retrieve your username, select **Find my username**.
Enter all student information. Click Retrieve Username.

**ATTENTION: Be sure that the information you are entering is the exact same data that is on file with your school.**
Your username created during registration will be displayed.

To reset your password, click Forgot my Password.
Enter the answers to your security questions created during registration and click Continue.
Create and confirm your new password and click Continue. *Please note password requirements.*
You have successfully reset your Password. Click Continue to login.
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