



## "An Account With That Email Address Already Exists" When Adding a Parent to Single Sign-on

When trying to add a parent to a student's Access Accounts page, you receive a message that "An account with that email address already exists", however, you cannot see this email address in any of the student's screens. Apparently this email address is associated to another student. These are the instructions received from Pearson to add this person/email to the student's Access Accounts.

On the Start page > Parents tab key in their email address and Search.

**Start Page**

Search

Students Staff **Parents**

First Name Last Name Email Address

[How to Search](#)

If PowerSchool finds the email address it will open the Edit Parent screen, where you can make any necessary changes or add siblings.

**Edit Parent**

Account Access  Disable Account

First Name

Last Name

Email

Username

New Password

Confirm New Password

Students	Relationship to Student	Edit	Remove	Add
Brandon Adair	Mother			

To add siblings to the account, click the Add

Key in the student's last name and Search

First Name	Last Name	Grade	Relationship to Student	Add
Fritz	Roosevelt	9	Mother	<input checked="" type="checkbox"/>

It will display a list of students; check the box for the student(s) you want added, select their relationship, check the box and click the Add button. They will now be added to the bottom of the screen.

Students	Relationship to Student	Edit	Remove	Add +
Brandon Adair	Mother			
Fritz Roosevelt	Mother			

When the parent logs into the Public Portal they will be able to view all students associated with their email address.