Duval County Public Schools
Technology Services

Parent/Guardian Portal Registration Procedures
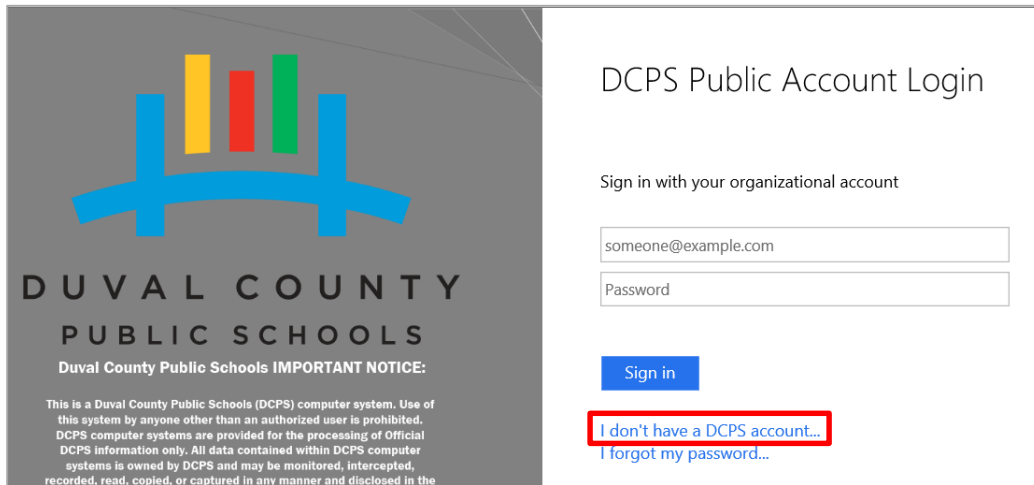
Contents

1.0   Parent / Guardian Account Creation

In a web browser, go to this link: https://accounts.public.duvalschools.org/enrollmentwizard.aspx. You will see the following page:
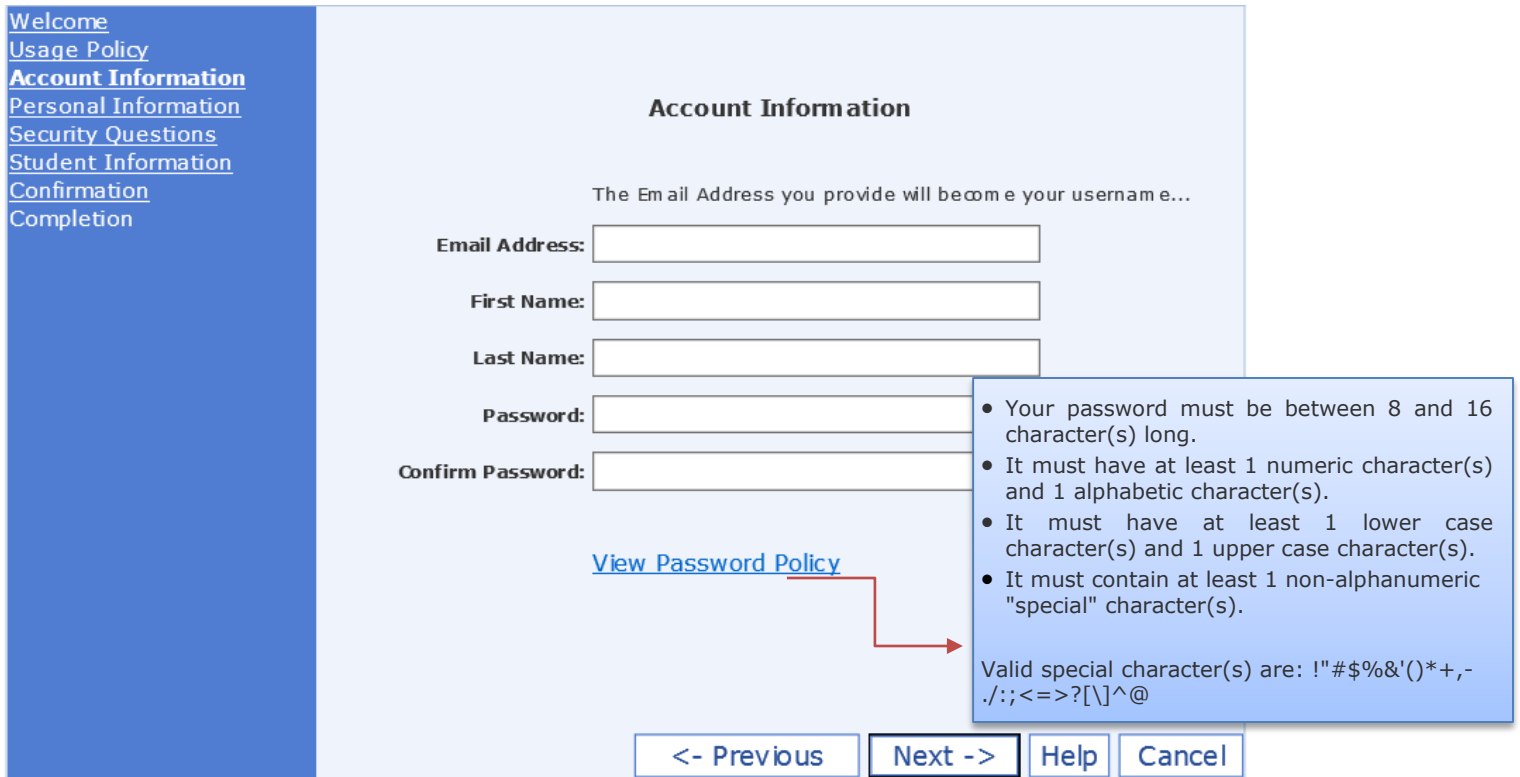
Since you are creating an account, click on the link "I don't have a DCPS Account" (under the Sign in box)

On the next screen, you will see the "Duval County Public Schools Acceptable Usage Policy". Please review this, click on the check box stating that you have read and accept the Acceptable Usage Policy and click "Next".
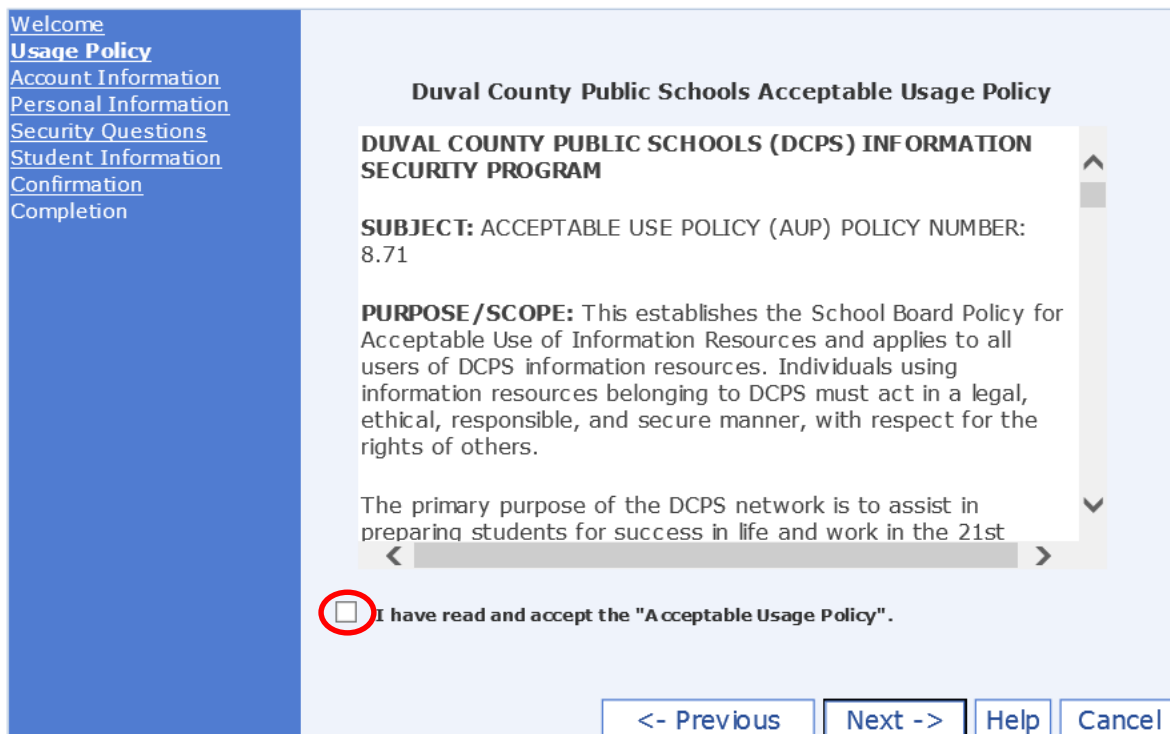
When the following Account Information page comes up, enter your *personal* email (for parents who are also employees of Duval County Public Schools, it **CANNOT** be your DCPS email account.) The email you use will be your username to log into the portal.
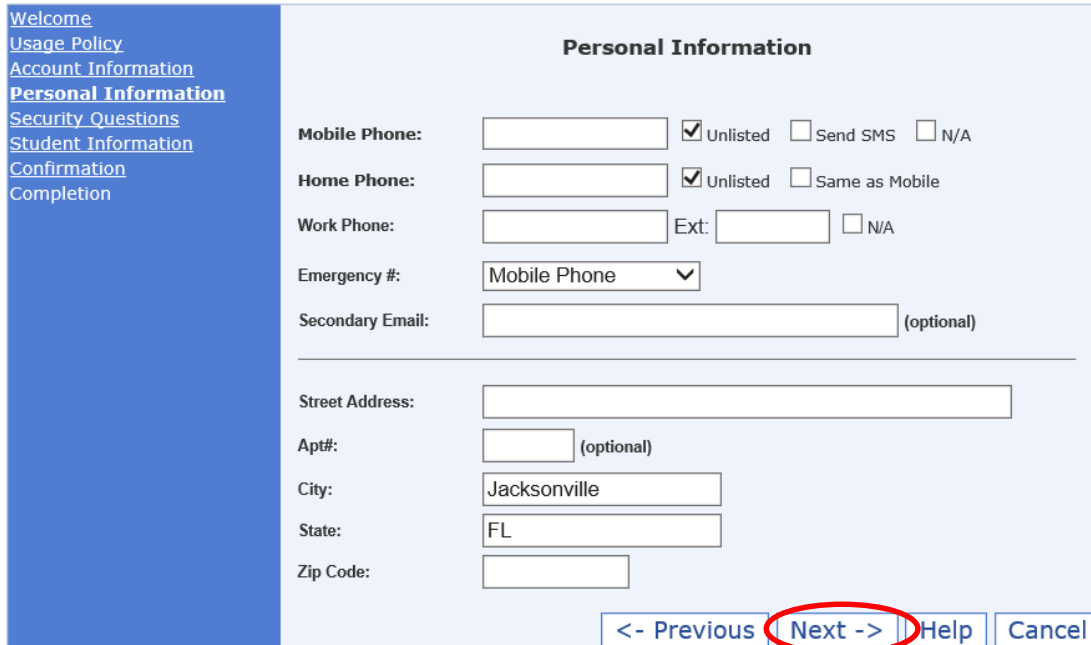

After you enter your email address, you will need to create a password. Please review the password policy below to ensure your password complies.
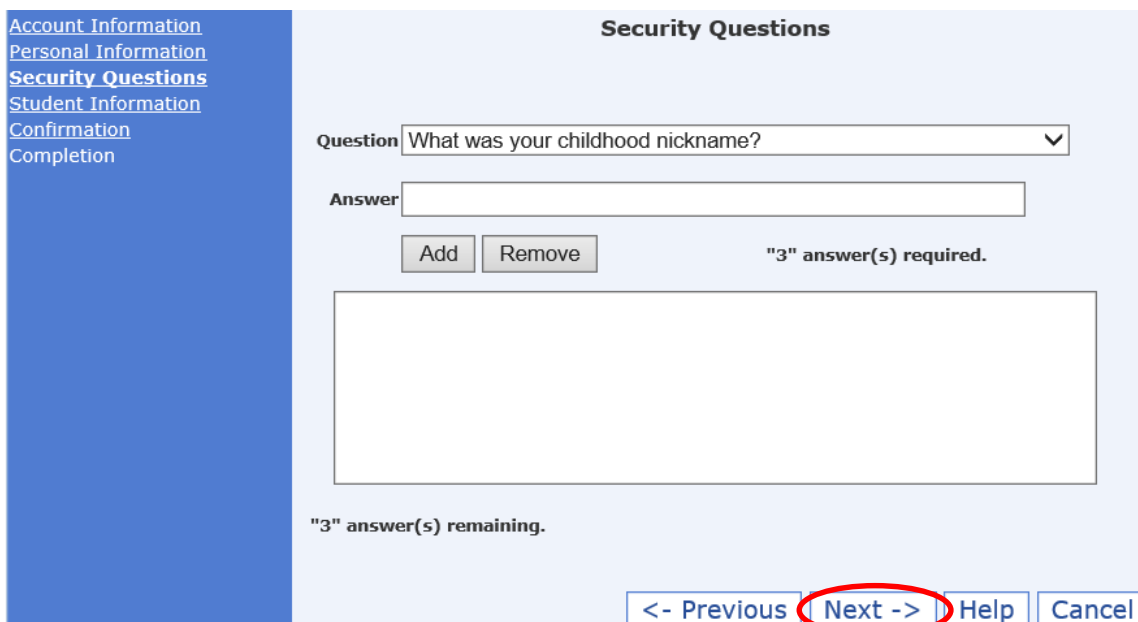
Once your email and password are entered, click on the "Next" Button.

On the Personal Information page, fill out the appropriate information.
- If you do not have a mobile phone, please check "N/A".
- If you do have a mobile phone and you use it as your home phone, please check the "Same as Mobile" check box.
- Enter your work phone number or N/A if you don't have one or do not wish to disclose it.
- The secondary email is optional, but the address, city, state and zip are all required. Once entered, click "Next".
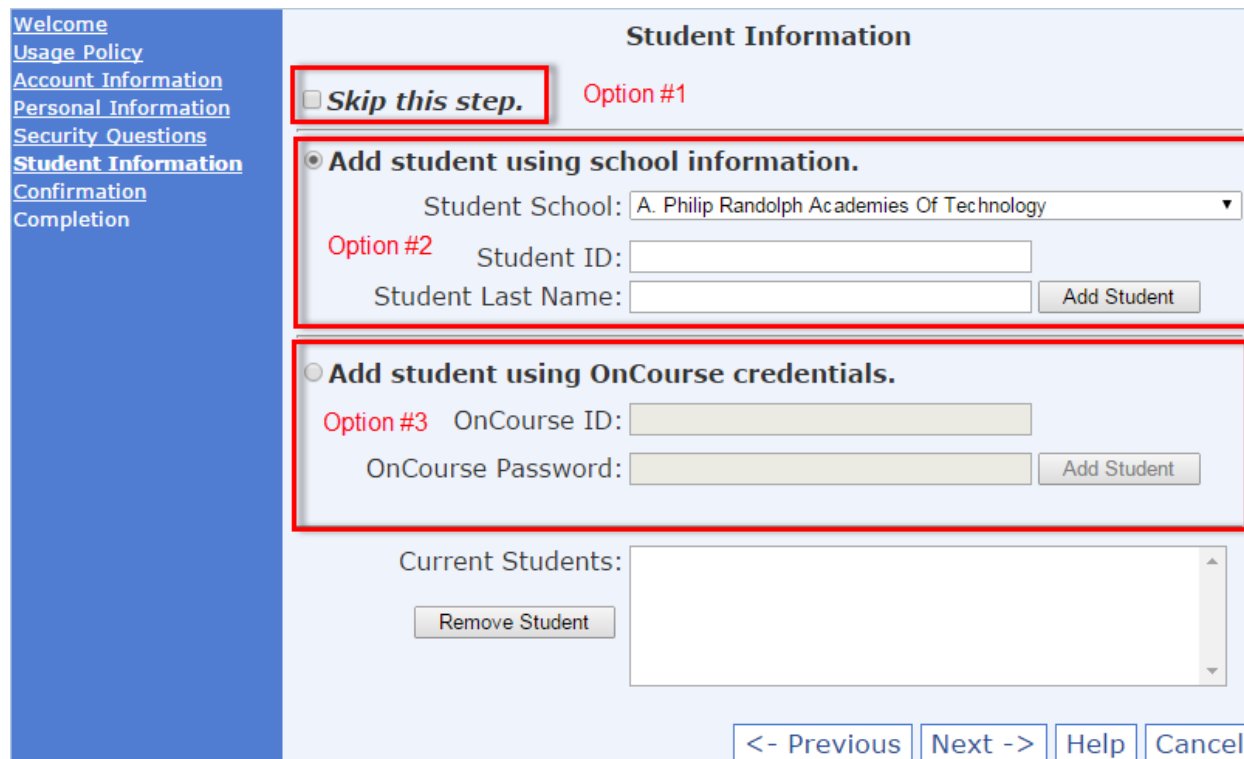

The next screen is the Security Questions. You must select and answer three security questions. You will need to remember these if you forget your password. The answers must be at least 4 characters long. When this is completed, click "Next".
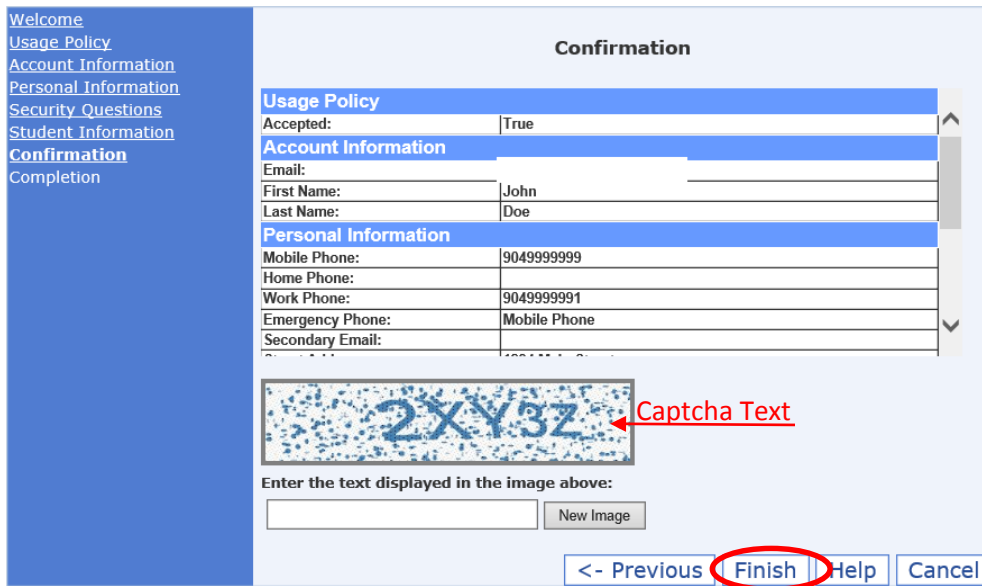
2.0   Student Information

The next step in the account process has three options. This is where you add your child if you choose to do so at this time. If you do choose to add your child and have more than one child **you will need to do this for each child**.
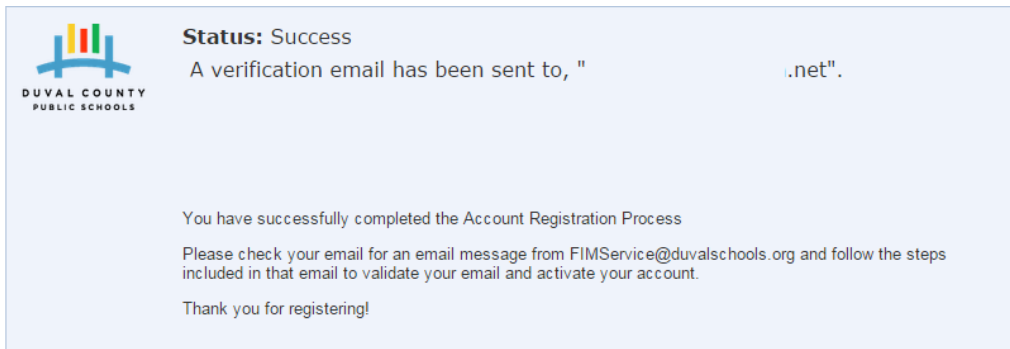

- **Option 1**- Select this option if you do not wish to add a student to your account at this time. You can always come back to your account later to add a student.

- **Option 2**- Select this option to add your child using their school name, student ID and last name. This option will require you to physically go to the school to show proper identification to verify and approve your account request within 21 days after you complete the registration process.

- **Option 3**- Select this option to add your child using your current **PARENT/GUARDIAN** *OnCourse* username and password (student username and password will not work). If you correctly enter this information, after completing this account creation your request to add your child to your account is automatically approved; you will not need to visit the school. If you choose this option and enter incorrect information, your request will be sent to a "Pending Authorization" status and you must visit the child's school to show proper identification to verify and approve your account request within 21 days.

3.0   Confirmation Process
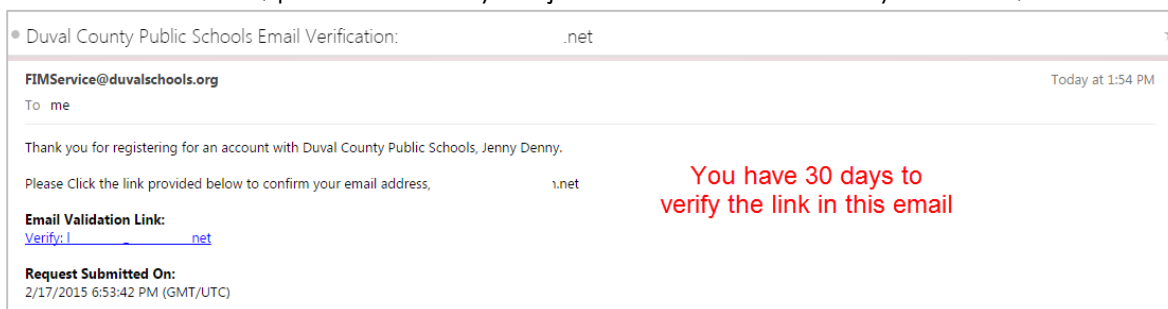
Before completing the account, you will be given a chance to review the information to ensure it is correct. If the information needs to be modified, please click the "Previous" button. If it is correct, please enter the Captcha Text on your screen and click "Finish".

Upon finishing, you will be presented with a Success Screen stating a verification email will be sent to your email account listed at the beginning of this process.

Please look in your email inbox for an email from FIMService@duvalschools.org. If you do not see one from this account, please check your junk mail folder. When you find it, it should look like this:

Click on the Email Validation Link (verify:email address).

This will send you to the following page. Enter your password that you created earlier and click Verify email.

Duval County Public Schools Public Account Email Verification

Email: [_____].com

Password: [_____]

Verify Email

Upon email verification, you will see this page.

Duval County Public Schools Public Account Email Verification

Thank you, Denny, Jenny your email account has been verified and you will now be redirected to your Profile Management Page . You will be prompted to logon with your username (*Email Address*) and password.

4.0   Focus Access

Within 24 hours after your account has been approved, you may login to Focus at https://duval.focusschoolsoftware.com with the email address and password you created to see your child's grades.

5.0   Account Maintenance

Once your account is validated, you can update the account by going to this link: https://accounts.public.duvalschools.org/ProfileManagement.aspx. You will be presented with a log in page. Login with your email address and password that you used to create the account. When logged in, you will see the following page:

DUVAL COUNTY
PUBLIC SCHOOLS
Duval County Public Schools IMPORTANT NOTICE:

DCPS Public Account Login

Sign in with your organizational account

[someone@example.com]
[Password]

Sign in

I don't have a DCPS account...
I forgot my password...

Technology Services

From here, you can update your phone numbers, secondary email and addresses. Now that your account is created, if you have a new student enroll in the district, you can add them here as well.

DCPS Public Account Profile Management

Email:	.net		Log Off...
Created:	2/17/2015 6:53:46 PM Eastern Standard Time		Change Password
First Name:	Jenny		Save/Update Info
Last Name:	Denny		Cancel/Undo Changes
Account Type:	**Public**		Add a Student...

Mobile Phone:	1111111111	☑ Unlisted ☐ Send SMS ☐ N/A
Home Phone:		☑ Unlisted ☑ Same as Mobile
Work Phone:	Ext:	☑ N/A
Emergency #:	Mobile Phone ▼	
Secondary Email:		(optional)

Street Address:	111 Street Dr.
Apt#:	(optional)
City:	Jacksonville
State:	FL
Zip Code:	32207

Add a Student...

Student	School	StudentID	Status	Origination	Type		
Student, Test	TEST RC	90966666	Authorizing	2/17/2015 3:10:55 PM	Request	**Remove**	**View**
			Previous Next				

You can change your password from this site by clicking on the "Change Password" Link. When you click on that link, the following window will come up:

Current Password:	
New Password:	
Confirm New Password:	

View Password Policy

Cancel   Submit

To change your password, enter your current password and then enter a new password twice and click submit.

6.0   Frequently Asked Questions and Answers

- Do I still have to go to the school to verify my account if I use my OnCourse username and Password?
  - If you correctly enter your username and password during the registration process, no.
- I tried putting in my OnCourse username and password during the registration, but I didn't get an approval email. Rather, I received an email that my approval is authorizing and I need to go to the school. Why?
  - The most common reason is the username and password was entered incorrectly. You will need to contact the school for approval.
- If the school must approve the request, is there a time limit in which the request needs to be approved?
  - Yes! Once the parent creates an account and claims their child during the registration, they have **21 days** to have the request verified at the school level or it will be automatically denied.
- How will I know if the request has been approved or denied?
  - An email will be sent to the registered email address with every approval or denial.
- What happens when a relationship request is denied?
  - The parent/guardian will need to contact the school for further details on the denial.
- Can I make changes to my account once it is created?
  - Yes. The only changes that can NOT be made to an account once it has been created is the email address. If the email address is incorrect, a new account will need to be created.
- If a parent forgets their username or password what should they do?
  - The parent should go to the portal login page and click on "I forgot my Password" link (https://accounts.public.duvalschools.org/profile).
- After a parent/guardian receives the approval email can they immediately login to Focus to see their child's grades?
  - No. It will be up to 24 hours after the approval was made.
- When can students log into Focus?
  - Students have access immediately by logging in with their regular DCPS username and password.