FOCUS
School Software

How Do I Login to Focus to See My Child's Grades?

1. Create/Register for an account within DCPS Parent Portal at https://accounts.public.duvalschools.org/enrollmentwizard.aspx using a personal email address.
2. Have your child's school validate and approve the account you have created. You may have to take a photo ID *to* the school and have someone from the staff confirm your request. You will receive an email letting you know if that will be necessary.
3. *After* the approval has been made it may take up to 24 hours before you may login to Focus to see your child's grades at https://duval.focusschoolsoftware.com.

Parent Registration

1. On any device type in the URL https://accounts.public.duvalschools.org/enrollmentwizard.aspx in the browser.
2. Follow the on screen directions to complete the form.
   a. Be sure you enter *parent/guardian* First and Last name and **personal** email address when creating the account.
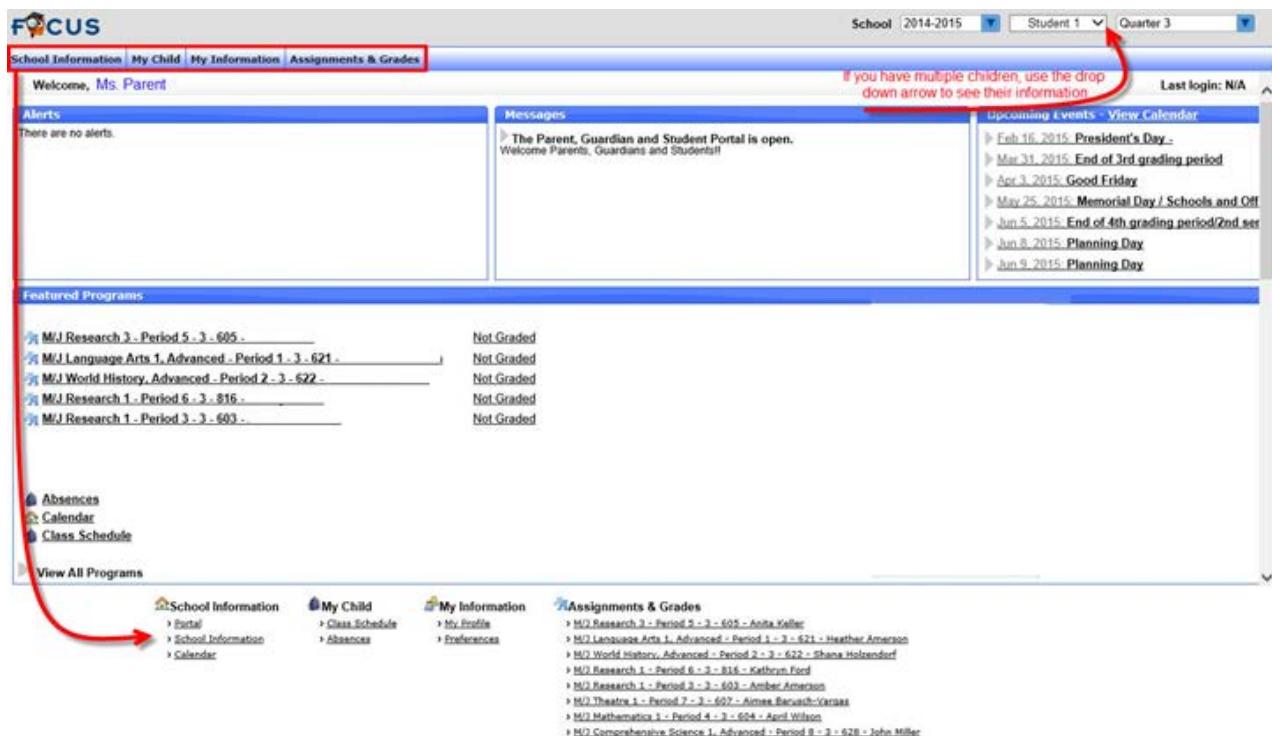   b. When creating a password, it must contain the following:

   > • Your password must be between 8 and 16 character(s) long.
   > • It must have at least 1 numeric character(s) and 1 alphabetic character(s).
   > • It must have at least 1 lower case character(s) and 1 upper case character(s).
   > • It must contain at least 1 non-alphanumeric "special" characters.
   >
   > Valid special character(s) are: !"#$%&'()*+,-./:;<=>?[\]^@

   c. Be sure to write down your security questions and answers for future reference.

3. Identify and connect your children to your account on the Student Information page.
   a. You may do this by using your current OnCourse parent username and password (**you will not need to go to the school**) or *by entering their school name, student ID#, and last name (**you will have to go to the school to have your request verified**).
   b. You can connect all of your children within this one account. You do not need to create a separate account for each child!

4. Confirm your account information and click finish.
5. Go to the email account you used as part of the account registration to find an email from FIMservice@duvalschools.org. You have 7 days to verify the account with the link in the email.
6. *After verifying your account through the email from FIMservice@duvalschools.org you now have 21 days to have your child's school validate and approve the account by taking a photo ID *to* the school and have someone from the staff confirm your request.
7. Within 24 hours after the school verifies your account, you may login to Focus at https://duval.focusschoolsoftware.com with the email address and password you created to see your child's grades.

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 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 may 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.

Focus Parent Portal