



## 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 by taking a photo ID **to** the school and have someone from the staff confirm your request.
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](mailto: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](mailto: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 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.

## Focus Parent Portal

The screenshot shows the Focus Parent Portal interface. At the top, there are dropdown menus for School (2014-2015), Student (1), and Quarter (3). Below this is a navigation bar with tabs: School Information, My Child, My Information, and Assignments & Grades. The main content area is divided into several sections:

- Alerts:** A box stating "There are no alerts."
- Messages:** A box with the message: "The Parent, Guardian and Student Portal is open. Welcome Parents, Guardians and Students!"
- Upcoming Events - View Calendar:** A list of events including "Feb 16, 2015: President's Day", "Mar 31, 2015: End of 3rd grading period", "Apr 3, 2015: Good Friday", "May 25, 2015: Memorial Day / Schools and Off", "Jun 5, 2015: End of 4th grading period/2nd ser", "Jun 8, 2015: Planning Day", and "Jun 9, 2015: Planning Day".
- Featured Programs:** A list of programs such as "M/J Research 3 - Period 5 - 3 - 605", "M/J Language Arts 1, Advanced - Period 1 - 3 - 621", "M/J World History, Advanced - Period 2 - 3 - 622", "M/J Research 1 - Period 6 - 3 - 816", and "M/J Research 1 - Period 3 - 3 - 603".
- Select teachers to email:** A list of teachers with "Not Graded" status and a "Send Message" button next to each. A red arrow points to one of these buttons with the text: "Click the Send Message button and a chat window will appear to send a message to the corresponding teacher."
- Mr. Teacher Chat Window:** A small chat window titled "Mr. Teacher" is open, showing a text input field and a "Send" button. A red arrow points to the "Send" button.
- Navigation Bar:** At the bottom, there are four main categories: School Information, My Child, My Information, and Assignments & Grades, each with sub-links.

Red annotations include:

- A red box around the "My Child" tab in the navigation bar.
- A red arrow pointing to the "Student" dropdown menu with the text: "If you have multiple children, use the drop down arrow to see their information".
- A red arrow pointing to the "Send Message" button in the "Select teachers to email" section.
- A red arrow pointing to the "Send" button in the "Mr. Teacher" chat window.
- A red arrow pointing to the "Portal" link under "School Information" in the bottom navigation bar.