

# Parent Portal Account Management

Use the following steps to manage your account within the Parent/Guardian Portal once the account has already been created.

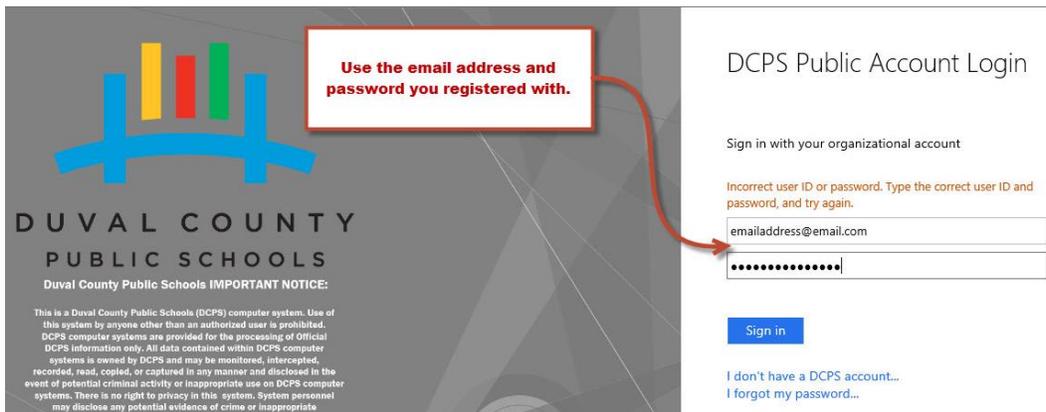
## Create a public account

If you have not already created an account within the DCPS Parent Portal, please follow the documentation for account creation and claiming a student [here](#) or at <http://dcps.duvalschools.org/site/Default.aspx?PageID=14497>.

## My account is created, but I need to claim a student

To both verify a student has been added to a parent/guardian account and to add students to a parent/guardian account.

1. Open the DCPS Public Account Profile site by navigating to <https://accounts.public.duvalschools.org/profile>
2. Log in with the email address used to create DCPS public account and your password.



3. The DCPS Public Account Profile Management main page displays all of the account information. Students associated with the account will be listed at the bottom. Check the status next to the student name.
  - o [Confirmed](#): Available to view in Focus
  - o [Authorizing](#): Take a valid state issued ID to the school to validate the request
  - o [Denied](#): Refer to the following section entitled "Denied Student Claim"

**DCPS Public Account Profile Management**

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

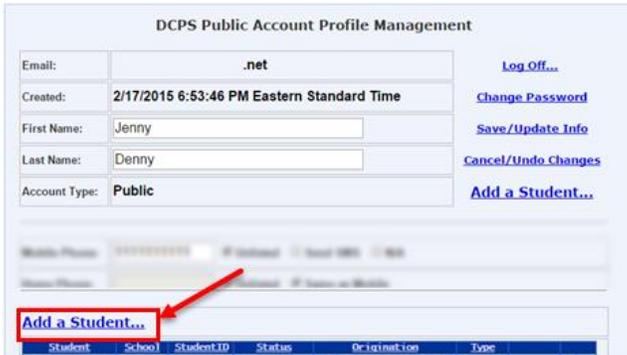
  

[Add a Student...](#)

Student	School	StudentID	Status	Origination	Type
Student, Test	TEST RC	90966666	authorizing	2/17/2015 3:10:55 PM	Request <a href="#">Remove</a> <a href="#">View</a>

[Previous](#) [Next](#)

4. If no student appears, click “Add a Student”.



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](#)

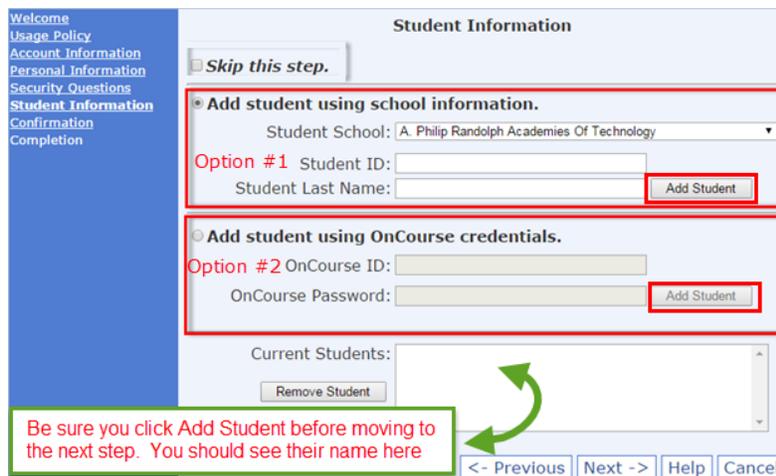
Last Name: Denny [Cancel/Undo Changes](#)

Account Type: Public [Add a Student...](#)

Mobile Phone: [REDACTED] [Add a Student...](#)

Student	School	Student ID	Status	Origination	Type
Add a Student...					

5. You will be presented with two options to add a student. If you have more than one child **you will need to do this for each child**.



Welcome  
Usage Policy  
Account Information  
Personal Information  
Security Questions  
**Student Information**  
Confirmation  
Completion

Student Information

[Skip this step.](#)

Add student using school information.

Student School: A. Philip Randolph Academies Of Technology

Option #1 Student ID:

Student Last Name:  [Add Student](#)

Add student using OnCourse credentials.

Option #2 OnCourse ID:

OnCourse Password:  [Add Student](#)

Current Students:

[Remove Student](#)

Be sure you click Add Student before moving to the next step. You should see their name here

[<- Previous](#) [Next ->](#) [Help](#) [Cancel](#)

- **Option 1**- 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.

- If a match is found, the student's number and name will appear in the bottom box labeled “Current Students”. If a match is not found, please check the information entered and make corrections.

- **Option 2**- 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 a match is found, the student's number and name will appear in the bottom box labeled “Current Students”. If a match is not found, please check the information entered and make corrections.

6. Once all students desired are visible in the “Current Students” box, click “Submit”.



Current Students: [12345678] Lastname, Firstname

[Remove Student](#)

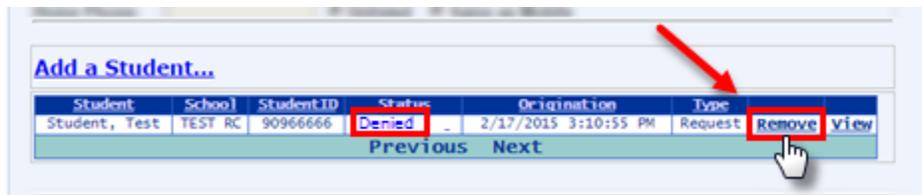
[Submit](#) [Cancel](#)

7. After clicking Submit, you will be returned to the Account Profile Management page. The student(s) added to the account will be visible at the bottom, along with the status.
8. Once the status of the student is confirmed, it can take up to 24 hours for their information to be available in Focus.
9. If done with changes to account, click "Logoff".

### Denied Student Claim

These steps should be used when a student was added to a parent/guardian account but the student claim has a status of "Denied".

1. While logged into your parent account, locate the student's name at the bottom of the page which has a status of "Denied" and click the "Remove" link in that row.



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

Previous Next

2. If an error is encountered please contact [PGA\\_Support@duvalschools.org](mailto:PGA_Support@duvalschools.org) and explain an error was received while attempting to remove a student from your account. If the student claim is successfully removed from your account it will no longer be visible at the bottom of the page.
3. Return to Step #4 on page two of this document to complete the process of adding your child to your account.