

## Support for Parent Accounts

Note: Parents must use the email account provided to the school to create a parent account. Note: At this time, there is no view-only access available.

### Login Screen

Using a CHROME browser, parents should navigate to: <https://baltimore.focusschoolsoftware.com/focus>. Parents are presented with the login page. See Figure 1.

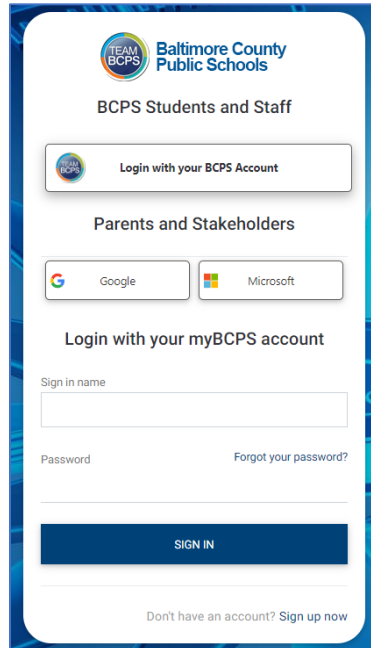


Figure 1

If their screen shows the former login page (see Figure 2), the parent should clear their cache in CHROME, close the CHROME browser, then open a new CHROME browser page and navigate to the URL above. See Figure 2.

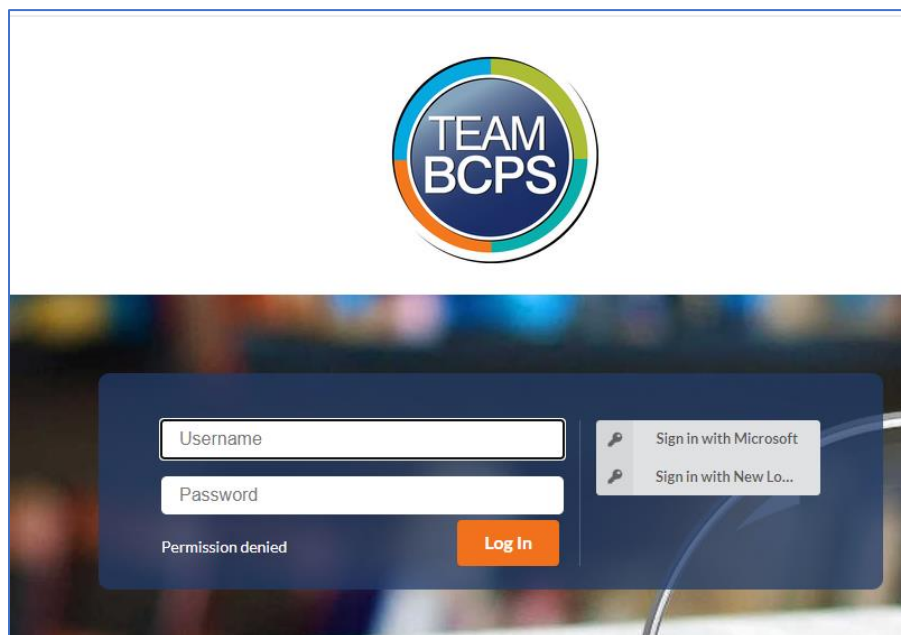


Figure 2

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### Continued Issue with Login Screen

If the parent continues to see the former login screen, check the following information on the student's account in Focus by navigating to **Addresses & Contacts** in the individual student's record (see Figure 3). Note: Schools can update this, as needed:

1. The **Custody** toggle must be toggled on.
2. The email address must be entered and verify it has been entered correctly.
3. A **Contact Priority** must be assigned.
4. Note: For this contact information to be sent to School Messenger, a phone number along with the **Detail Priority** must also be present, along with the above information.

Figure 3

*Note: After the correction has been made, the parent will need to wait at least 15 minutes before attempting the account creation.*

### Signing-in With Social Account

If the parent initially created their account by clicking on either the **Google** or **Microsoft** buttons, they must continue to access the account by clicking these buttons. They should not attempt to use the **Login with your myBCPS account** section. See Figure 4.

Figure 4

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### User Already Exists Error

1. The parent has used a social account to create their parent account and must always click either the Google or Microsoft button to log in (noted above).
2. If the parent clicks, **Sign Up Now**, enters their email and clicks **Send Verification Code** and is presented with the error: **A user with the specified ID already exists...** that email has already been used to create a parent account. The parent should speak with any individual who has access to that email or call the school to change their email on file. See Figure 5.

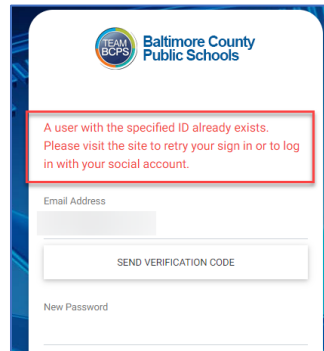


Figure 5

### BCPS Employee/Parent

A BCPS employee can use their @bcps.org account to connect with their student, if this is the account that was provided to the school. The BCPS employee should navigate to the drop-down in the upper right-hand corner on the Focus landing page to select **Parent**. See Figure 6.

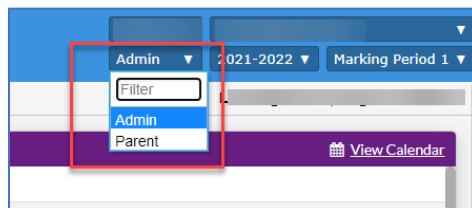


Figure 6

If the parent did not choose to use their @bcps.org email address for their student, the parent must first go to **portal.office.com** and **Sign out** of their account before using the *Creating a Parent Account* directions to create their parent account using their personal email. See Figure 7.

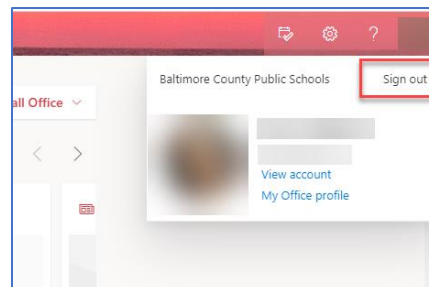


Figure 7

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### Accessing Schoology Through Focus

Parents are able to access Schoology through Focus, once they have successfully created a parent account and it has been associated with their student. Note: The access will be granted 24-48 hours after the creation of the account and association with the student. In the parent portal, parents should click **Please click here to access Schoology**. See Figure 8.

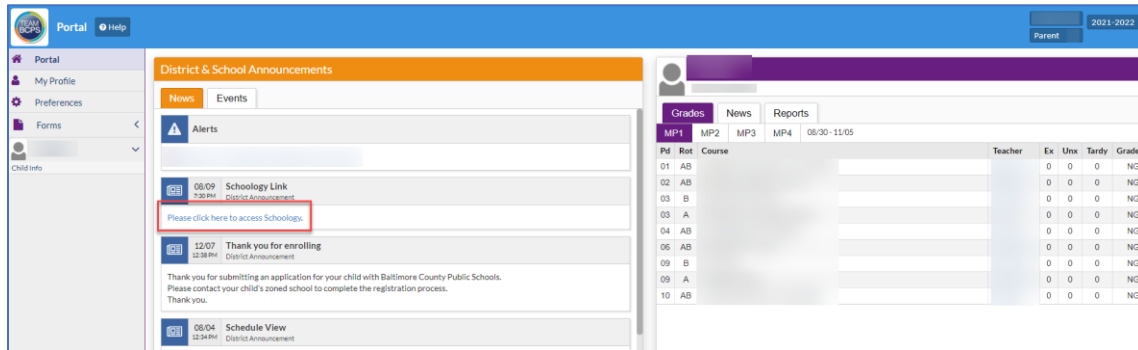


Figure 8

### Schools Linking/Disabling Parents

Schools have the ability to link parents. First, a school should verify the parent has an account. Navigate to **Users** then **User Info** then type the parent's name, click the checkbox **Include Parents** and click **Search**. See Figure 9.

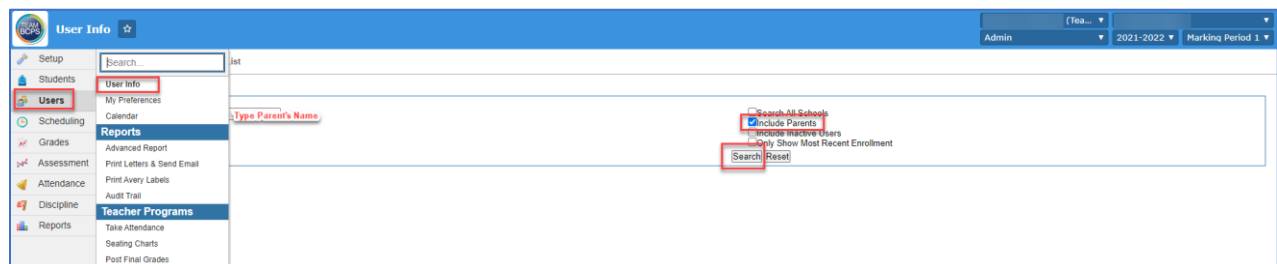


Figure 9

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Next, the schools can navigate to the individual student's record, go to **Addresses & Contacts** and under the **Linked Users**, select the **User** from the drop-down list. Note: the users must have the Custody toggle on in order to receive access to the parent portal. Click **Save** in the upper right-hand corner. See Figure 10.

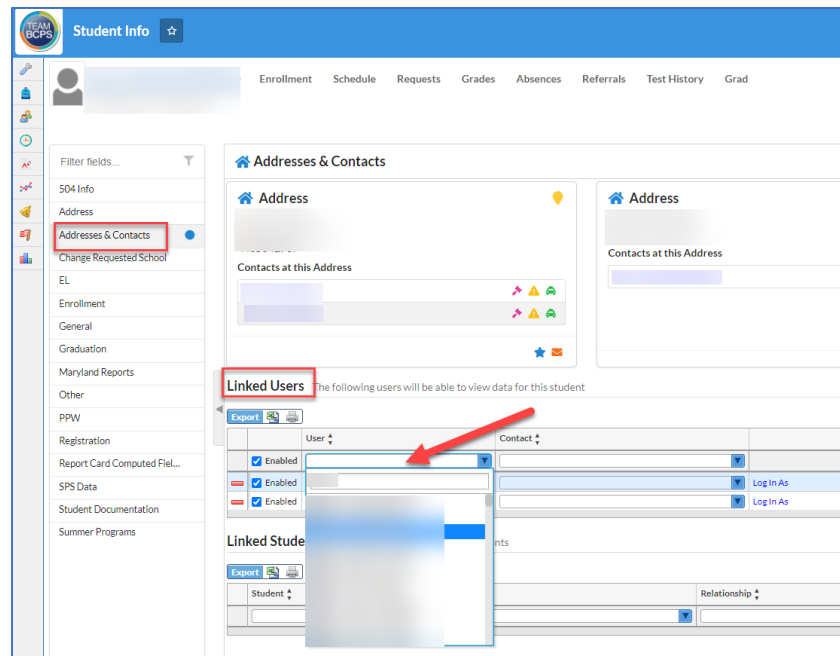


Figure 10

Schools also have the ability to remove a linked user by clicking on the red minus sign next to the Linked Users name. Note: Schools are also able to disable an account temporarily by clicking on the check box marked **Enabled** next to the Linked Users name. In both scenarios, schools should ensure that the Custody toggle is off in order to disable the access. Click **Save** in the upper right-hand corner. See Figure 11.

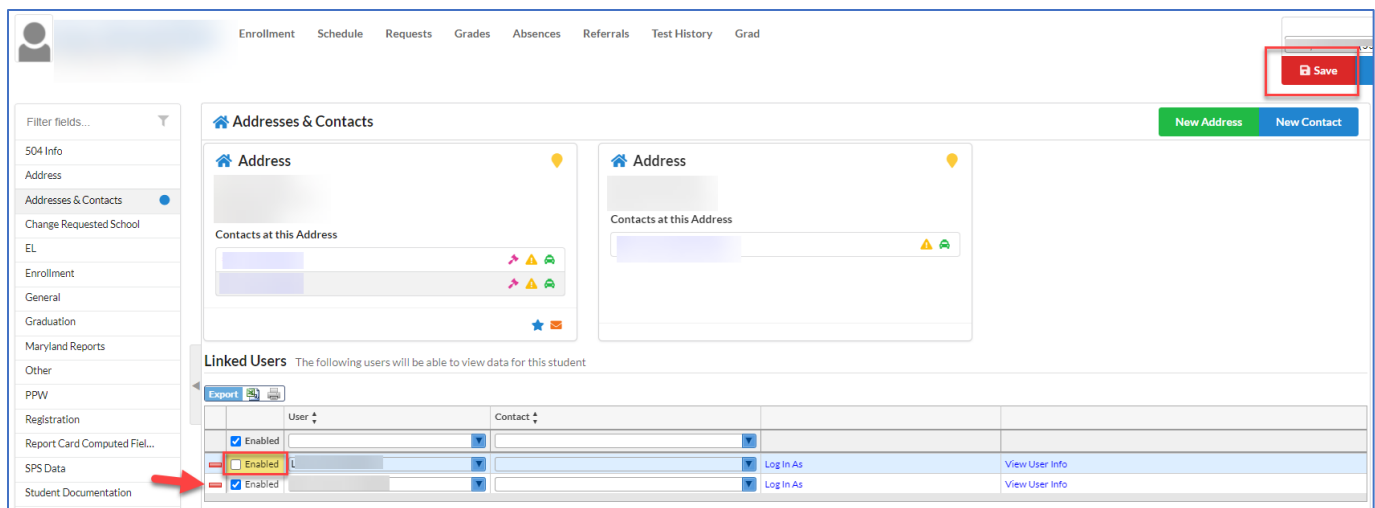


Figure 11

## Support for Parent Accounts

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### Linking Students

Schools also have the ability to link students. From **Addresses & Contacts**, schools can select a **Student** from the drop down list. Schools should then identify the **Relationship**. Click **Save**. See Figure 12.

**Linked Users** The following users will be able to view data for this student

Export [Icons]

	User	Contact		
<input checked="" type="checkbox"/> Enabled	[Dropdown]	[Dropdown]		
<input checked="" type="checkbox"/> Enabled	[Dropdown]	[Dropdown]	Log In As	View User Info
<input checked="" type="checkbox"/> Enabled	[Dropdown]	[Dropdown]	Log In As	View User Info

**Linked Students** Define relationships between students

Export [Icons]

Student	Relationship
[Dropdown]	[Dropdown]

Figure 12