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.focuschoolsoftware.com/focus. Parents are presented with the login page. See Figure 1.

![Figure 1](image1)

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](image2)
Signin 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.

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.
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](image)

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](image)

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](image)