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.

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.
Support for Parent Accounts

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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](image)

**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](image)
Support for Parent Accounts
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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](image)

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)
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.

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.

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.
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.

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](image1.png)

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](image2.png)
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.

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.

Figure 12