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.
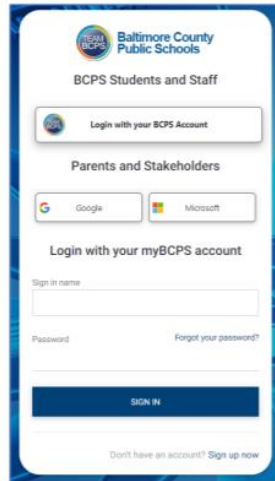

Figure 1

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.
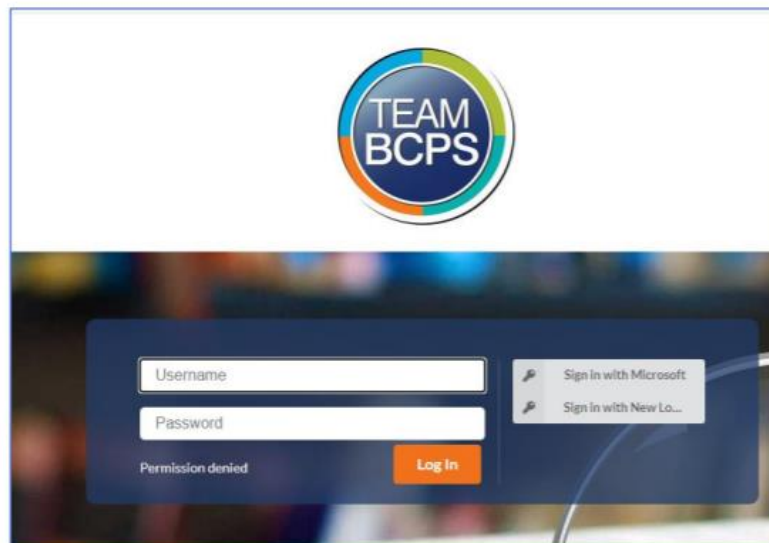

Figure 2

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.
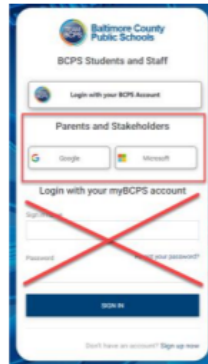

Figure 4

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.
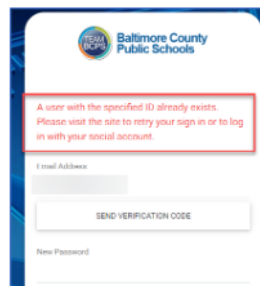

Figure 5

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.
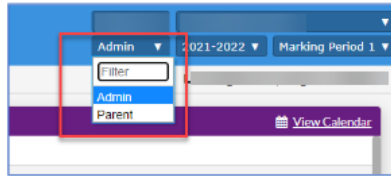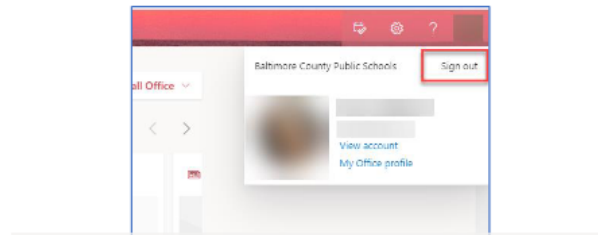

Figure 6

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.

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.
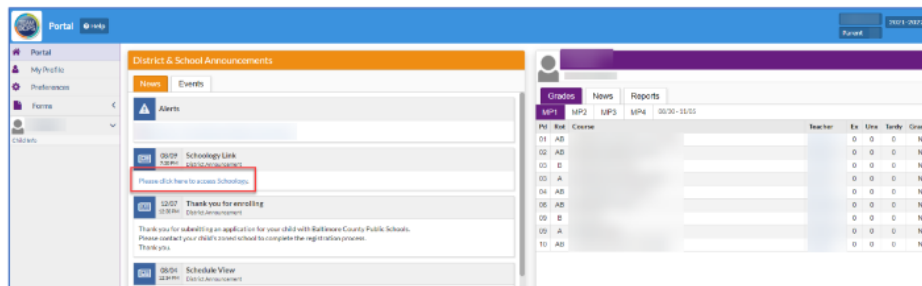

Figure 8