



School District of Osceola County

How to Get Your Parent Portal Issues Resolved

2020-2021

If you currently have a parent portal account and are having problems with your account, you need to follow the steps below for assistance:

1. Send an email to the email address provided by your school. If you need assistance for multiple children, you will need to send an email to each child's school with the required information below. For the **subject** of the email, enter **Parent Portal Issues** to ensure that it gets routed to the staff member(s) at the school who assist parents with parent portal issues.
2. In the body of the email, include the following:
 - a. (Required) Your first and last name.
 - b. (Required) The email address that you used to create your parent portal account.
 - c. (Required) The first and last names and student ID numbers of all your children who are already associated with your parent portal account.
 - d. (Required) The issue you are having with your parent portal account (it can be one or more of the following):
 - i. The name on your parent portal account needs to be changed. Include what the new name should be.
 - ii. The username (email address) for your parent portal account needs to be changed. Include the new username (email address).
 - iii. A new child needs to be associated with your parent portal account. Include the first and last name and student ID number of the child. If you need to add multiple children, you need to send an email with the required information to the school each child attends.
 - iv. Your parent portal account needs to be verified before accessing your child's information (include the name of the child who needs to be verified). If you need to be verified for multiple children, you need to send an email with the required information to the school each child attends.
 - v. The password for your parent portal account needs to be reset.
 - vi. You requested a temporary password, but you received a message stating that there are multiple users.
3. (Required) Before sending the email, attach a copy of your government-issued picture ID. If your name is not on each child's birth certificate located at the school, then also include a copy of another document that shows that you are the child's parent, such as DNA report, receipt of child support payment, court document establishing parental rights or guardianship, etc.

NOTE: If any of the required information is not included in the email, your request for assistance will not be processed.

NOTE: If you are a stepparent or grandparent and you do not have a court document establishing guardianship, then you cannot have a parent portal account for that child.

If you currently do not have a parent portal account, please visit the following website to create one yourself:

<https://osceola.focusschoolsoftware.com/focus/auth>. Step-by-step instructions on creating your parent portal account online can be found [here](#).

