Parent Portal FAQ's

Can I access the Portal from a computer other than my home computer?

Yes. The Portal is Web-based and can be accessed from any computer with the above minimum requirements. For security purposes, when using the Portal on a public computer, always be certain to log out and close the browser when you are finished.

I had a Portal account issued to me from my other child's school, do I need another account?

If you have a parent portal account set up through any DCSD school, you do not need to create a new account.

When I try to put in my 32-digit code, I get an error message.

When entering the code, you may have entered the letter O instead of a zero "0". Any character that appears to be the letter O is actually a number zero "0".

After I put in my 32-digit code, I typed in my username and password, then a message came up that said this username already exists. What do I do?

Select another username and try again. There cannot be two users with the same username in the system. Remember usernames and passwords are case sensitive. If you are a DCSD employee and already have a Infinite Campus account please contact the Portal Manager at your school to get a username and login instructions

When I go to the Portal address and type in my user name and password and hit "submit", it says "Page not found..." What do I do?

If your browser settings for privacy and security are set high, you may not be able to view the Portal information. Check your settings under "Tools" and "Internet Options".

I have forgotten my username or password.

For security purposes, the Portal will be disabled after five failed attempts using an invalid password. If you have a current email address in IC, you can use the forgot password utility. From the Parent Portal login page, click on "Problems logging in?" Enter your email address, and then click on Send Reminder. Your username and password will be sent to the email account entered.

I know my username and password, but I have been locked out.

Contact the Portal Manager at your school to get your password reset. Due to security measures you may be required to change your password.

I don't get a report when I go to print a report.

Make sure that you have the most current version of Adobe Acrobat Reader, and you have allowed popups from DCSD website.

Why is the Elementary Gradebook not displayed?
The district has not made final decisions about alignment with the EPR and elementary gradebook. Until such time that this is completed, the elementary gradebook will not be displayed on Parent Portal. However schools will continue to communicate student progress as usual.

Why are the available options different for different schools?
Each school decides what options will be available on the parent portal for them. That is why a parent may see that different options for the secondary student than their primary school student.