Campus Portal Support

Parent Forgot Password

- Every school should have two people who have the “Portal Security Officer” role. This role provides the authority needed to reset passwords.
- Search “USER”, enter either Last Name, First Name OR User ID.
- Click on the user ID.
- On the User Account tab, click on the Reset Password link.
- When the panel appears enter a new strong password, then type again to verify. Check box for Force Password Change.
- Communicate to parent the new Temporary password.

Student accounts

- Within 24-hours of a student being enrolled, a Campus Portal account will be created with the User name being their 7-digit student number, preceded with a ‘S’ (S1234567). Their default naming conventions for the password is as follows:
  - K-5 must not change password
    - Grade K - dekalbkk
    - Grade 1 - dekalb01
    - Grade 2 - dekalb02
    - Grade 3 - dekalb03
    - Grade 4 - dekalb04
    - Grade 5 - dekalb05
  - Grade 6 thru 12 - initial password will be "dekalb00" ; student will be asked to reset their password following the existing policy:
    - Must be at least 6 characters
    - Cannot include any part of the user's name
    - Students in Grade 6 thru 12 will not be able to login to Office 365 until the password is reset.
- 6 thru 12 initial sign-on must be done on a computer, verses a smartphone.
Parents creating accounts

- Parents need to have the 32-digit GUID number or Activation code to create a Campus Portal account.

- This number is found on the Parent’s demographic panel.
  - Search the student, click on relationships, click on the parent name, go to the demographic panel for the parent.
  - The student’s GUID number will NOT work. It is already in use by the student’s Campus Portal account.

- Parents can retrieve their Activation code online via the Portal Login screen.
  - Click on the “DCSD Portal Account Activation” link under the District Announcements

- On the student’s relationship panel, the Portal checkbox must be checked for the guardian to have access to the student within the Portal.
  - If a parent does not see all their students when they log into the Portal, have them complete the electronic form on the DCSD website.
    - www.dekalb.k12.ga.us > Parents > Infinite Campus Portal > Parents > “Combine Students Request”

- An ad hoc report is available that will list all the GUID/Activation code for all Guardians within the household.
  - Index > Ad Hoc Reporting > Data Export > Guardian Household – GUID Activation Code