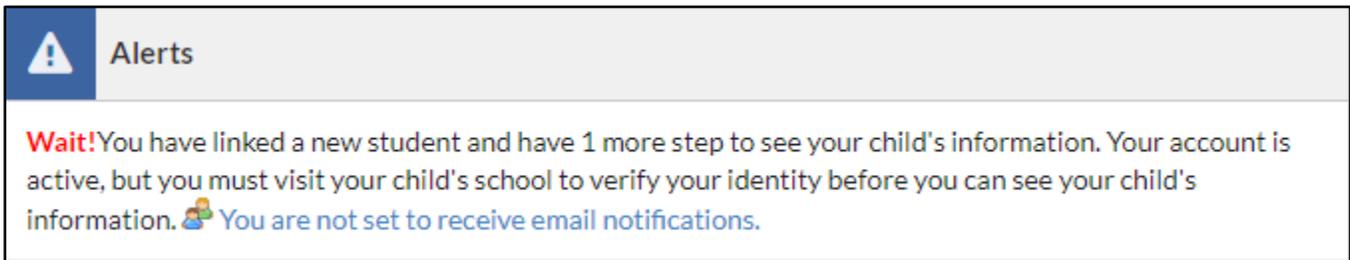




# School District of Osceola County

## Focus Training: How to Create a New Parent Portal Account Online

In order to successfully create a parent portal account (successfully means being able to view all your child(ren)'s information once you log in), you will need to know three pieces of information: the last 4 digits of each child's Social Security Number (SSN), each child's student ID number, and each child's date of birth. However, if you enter all three pieces of information for one child and the system says that the information entered does not match a student in the system, then that means that this child's SSN is not in the system. You can try again, but this time, only enter the student ID number and the date of birth. You will be able to add the child; if you have multiple children, you can continue the process until all your children have been added. When you log in, however, you will see a message like this one:



You will need to follow the instructions in the document titled: **2020-2021 – How to Get Your Parent Portal Issues Resolved**, in order to have your parent portal account verified for each child whose SSN is not in the system. This document is found in the Focus Parent Portal information under Parent Highlights in the Parents section of the school district website: <https://osceolaschools.net/parents>.

Here are the step-by-step instructions on how to create a parent portal account online if you don't currently have one. If you have multiple children, you only need to create one parent portal account; you can then associate all your children to the one account.

1. Go to the following URL: <https://osceola.focusschoolsoftware.com/focus/auth>.
2. On the **Parent Portal Registration** screen, click on the button on the left: **I DO NOT have an Account Registered on the Parent Portal but my child is Actively Enrolled** if you currently do not have a parent portal account.

I DO NOT have an Account  
Registered on the Parent Portal but  
my child is Actively Enrolled

3. On the next screen, type your first name, last name, email address (which will be your username), and a password twice in the indicated spaces. All this information is required.

Please enter your name exactly as it appears on your driver's license as well as a valid email address:

Parent/Guardian First Name:  (Required) ←

Parent/Guardian Last Name:  (Required) ←

Email Address:  (Required) ←

Create Password:  (Minimum 8 characters) ←

Retype Password:  (Required) ←

4. Click to check **I'm not a robot**. You might be required to complete additional tasks. Click **Submit**.
5. On the **Students** screen, click on the button on the left: **I would like to ADD CHILD who is already enrolled**.

**Students**

**You do not have any linked students at this time.**

I would like to ADD A CHILD who is already enrolled. ←

I am FINISHED adding students. Please take me to the Portal.

6. Type the last 4 digits of the child's SSN and the student ID and select the date of birth, click to check **I'm not a robot** (you might be required to complete additional tasks), and click **Add Student**.

Please enter your student's information:

Last 4 Digits of Social Security Number:  1

Student ID:  2

Student's Birthdate:    3 (Required)

4  I'm not a robot  reCAPTCHA Privacy - Terms

←

- Remember, if you receive a message from the system saying that the information entered does not match a student in the system, try again, but this time, delete the last 4 digits of the SSN and click **Add Student**.

**The information you entered does not match a student in our system.**

- You'll be returned to the **Students** screen. Continue clicking on the first link until you've added all your children. Once you've finished adding all your children, click on the button on the right: **I am FINISHED adding students**. **Please take me to the Portal** to be taken directly to your parent portal account.

I am FINISHED adding students.  
Please take me to the Portal.

Remember, if you did not (or could not) enter the last 4 digits of the SSN, you will see a message in the **Alerts** block, directing you to visit the school to have your account verified. **You will need to follow the instructions in the document titled: 2020-2021 – How to Get Your Parent Portal Issues Resolved, in order to have your parent portal account verified for each child whose SSN is not in the system.**

 Alerts  

**Wait!** You have linked a new student and have 1 more step to see your child's information. Your account is active, but you must visit your child's school to verify your identity before you can see your child's information. 🧑 You are not set to receive email notifications.

- Your username is the email address you entered, and the password is the password you entered twice when creating the parent portal account. The URL for accessing the parent portal is:  
<https://osceola.focusschoolsoftware.com/focus>.

**NOTE:** If you currently have a parent portal account and need to add an additional child, go the URL in Step 1. Instead of clicking on the button on the left, click on the button in the middle: **I have an Account Registered on the Parent Portal but would like to ADD A CHILD**.

I have an Account Registered on the  
Parent Portal but would like to ADD A  
CHILD

You will be directed to enter your username and password and click **Login**. Continue with Step 5 above. If you don't remember your password, click on the button on the left: **I have Forgotten My Password and would like to generate a new one**. You'll be directed to enter your email address and click **Submit**. You will be directed to log into your email account to retrieve the email message you receive from the system. You will need to click on the link in the email message. Once the link is open, you will need to click on **Click to view your new credentials**, and your temporary password will be displayed. You'll need to either write in down so you can enter it or copy (Ctrl-C) and then paste it (Ctrl-V) when you try to log in. You'll need to go back to the URL in Step 1 in order to log in to add additional children.

