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 following email address: XXXXRegistration@osceolaschools.net, where XXXX represents the four-letter designation for your child's school. A table with the four-letter designation for each school is available on the last page. 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.

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If your child attends one of the following charter schools: American Classical Charter Academy, BridgePrep Academy of Osceola, Mater Academy Preparatory High School, Mater Academy @ St. Cloud, Mater Brighton Lakes Charter School, Mater Palms Academy of Osceola, New Dimensions High School, Sports Leadership and Management Academy (SLAM), St. Cloud Preparatory Academy, Victory Charter School, or Victory Charter School K-5, you need to contact the school for an email address to send the above information to.

District Schools and their Four-Letter Designations:

Bellalago Academy K-8	BELA	Hickory Tree ES	HTES	Osceola HS	OCHS
Boggy Creek ES	BCES	Highlands ES	HLES	Parkway MS	PWMS
Canoe Creek K-8	CCK8	Horizon MS	HZMS	Partin Settlement ES	PSES
Celebration HS	CLHS	Kissimmee ES	KMES	Pleasant Hill ES	PHES
Celebration K-8	CK8S	Kissimmee MS	KMMS	Poinciana Aca. of Fine Arts	PAFA
Central Avenue ES	CAES	Koa ES	KOAE	Poinciana HS	PNHS
Chestnut ES	CNES	Lakeview ES	LVES	Professional & Technical HS	PATH
Cypress ES	CYES	Liberty HS	LBHS	Reedy Creek ES	RCES
Deerwood ES	DWES	Michigan Avenue ES	MAES	St. Cloud ES	SCES
Denn John MS	DJMS	Mill Creek ES	MCES	St. Cloud HS	SCHS
Discovery Intermediate	DSCV	Narcoossee ES	NCES	St. Cloud MS	SCMS
East Lake ES	ELES	Narcoossee MS	NCMS	Sunrise ES	SRES
Floral Ridge ES	FRES	NeoCity Academy	NEOC	Thacker Avenue ES	TAES
Gateway HS	GWHS	Neptune ES	NPES	Tohopekaliga HS	TKHS
Harmony Community	HRCS	Neptune MS	NPMS	Ventura ES	VNES
Harmony HS	HRHS	New Beginnings	NBEC	Westside K-8	WK8S
Harmony MS	HRMS	Osceola Co. School for the Arts	OCSA	Zenith	ZENP