

Campus Portal Support

Parent/Student 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 name.
- 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.
- Communicate to parent or student the new 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 password is dekalb123 where 123 is their 3-digit school number.
- They will be required to change it upon initial signon.
- Experience has shown that their initial sign-on works better if they do it on a computer verses a smart phone.

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 may retrieve their Activation code online. They must enter their 7-digit student number, their student's SSN, and their student's DOB.
 - If the parent didn't provide a SSN, and a pseudo SSN is provided, the parent will have to contact the school for their GUID/Activation code.

- 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 of 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 adhoc 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*