

What is Parent/Student Portal?

Parent/Student Portal is a confidential and secure website where users access current attendance information. Parents and Students can view class schedules, assignments, attendance information and links to teacher email addresses. Parents and students each have their own accounts. Student accounts are maintained at the school. If you child is having trouble accessing their Student Portal account, have them talk to a staff member at their school.

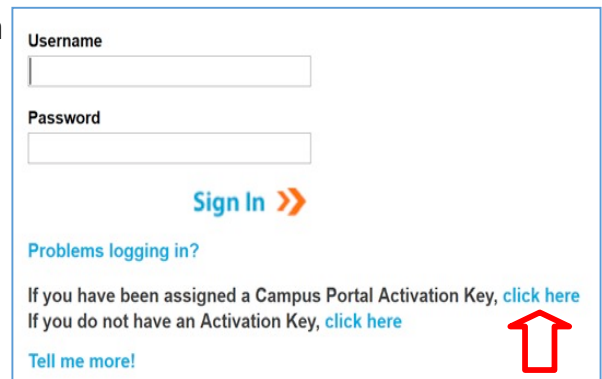
How do I locate the Parent/Student Portal?

On the Clark County Public Schools homepage (www.clarkschools.net) under “Students/Parents” click the Parent Portal Link. Also, many of our schools have a link to the Portal on their school homepage. Also, available is an app. However, to setup the account the first time you must use the computer web browser not the mobile app.

How do I access Parent Portal?

If you are new to the district or have never created an account:

- Visit your school attendance clerk or counseling office.
- You will receive a unique identification number called a GUID. This number is your Activation Key to create your username and password. Please be patient as this process can take longer at the beginning of the school year.
- To enter the activation key click the blue “click here” link beside the first option.

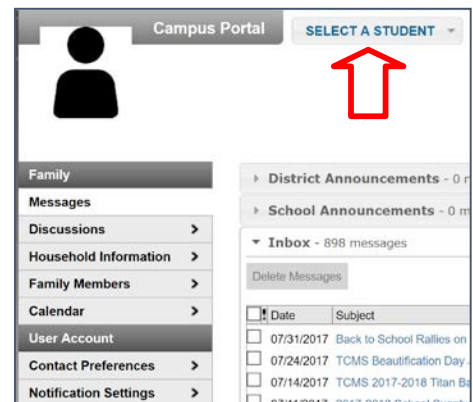


**You will be prompted to enter an email address on your initial log in. Please enter a current email that you have access to.

How do I navigate Parent Portal?

If you have more than one student in your household, choose the student you wish to view under “Select A Student.”

The menu on the left side of the webpage displays options for viewing.



How do I view assignments and scores?

To view assignments and scores associated with each course, click on the Schedule option, and then **click the link** (title of course) next to the grade book icon.

Term Sem 1 (08/17-12/17)	
	451029.3246S1-1 Adv Political Science 1 (Day A)
	✉ Alcorn, J Rm: 232
1	500711.1071 S1-1 Art 1 (Day B)
	✉ Drake, B Rm: 243

What if I have questions about my student's grades, assignments, etc.?

Contact your student's teacher by clicking on the **email icon** on the Schedule screen or by clicking the teacher's name the email address on the Grades screen.

Who should I contact regarding attendance related issues?

Call the Attendance Office at the school where your child is enrolled.

What should I do if my student has a problem with their Student Portal account?

Students should contact a staff person at their school for Student Portal information.

Can I access the Parent/Student Portal in other languages?

You can view the Parent/Student Portal in Spanish, Japanese, and Chinese by choosing the language at the bottom of any screen.

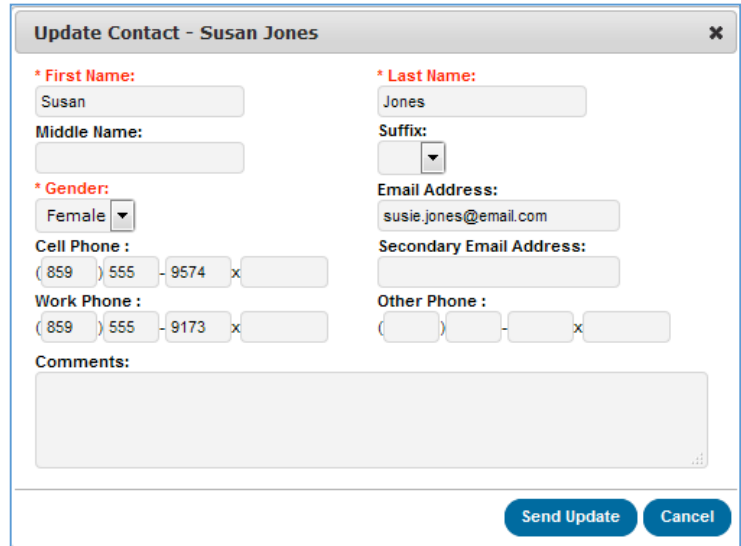


Can I access Parent/Student Portal from anywhere (e.g., home, work, library, etc.)?

Yes, you can access the Portal from any location with internet access.

How do I change my email and phone numbers?

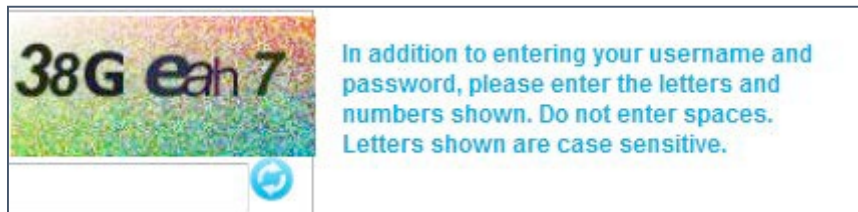
1. Log in to Parent Portal on a desktop computer or laptop. Change requests cannot be made through the Campus Portal App.
2. There are two places where change requests can be submitted:
 - a. Household Information
 - i. Click: **Update**
 - ii. Make corrections as needed
 - iii. Click: **Send Update**
 - b. Family Members
 - i. Under the name of the person you wish to update, click: **Update**
 - ii. Make corrections as needed
 - iii. Click: **Send Update**
3. The request will be sent to our Infinite Campus processing staff



How do I change my address?

Address change requests must be made at the school level. Please visit the registrar at your child's school for more information.

What does this message mean?



After several unsuccessful attempts to log into Parent Portal, you may receive a security CAPTCHA (example pictured above). The security CAPTCHA must have 7 characters. If your CAPTCHA does NOT have 7 characters, please use the refresh icon to refresh. The CAPTCHA must be typed exactly as it appears using upper and lower case letters and the numbers without spaces. The CAPTCHA above would be entered as: 38Geah7.

Can I download a Parent Portal or Student Portal app for my smartphone?

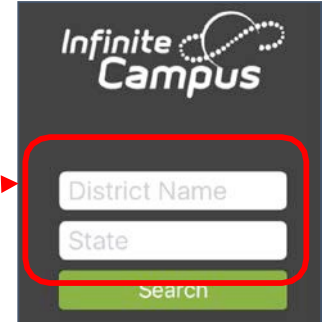
- Yes, mobile applications are available for your iPhone and Android device. Search for “Infinite Campus” or “Campus Portal”.



- When setting up the app, enter the District Name “Clark and State “Kentucky”.
- The mobile app cannot be used to activate an account or reset passwords.

Infinite Campus has created a video that is very useful in understanding the Parent/Student Portal and the Mobile App.

Visit this site: <https://www.infinitecampus.com/video/infinite-campus-portal-mobile-app>



Other Helpful Tips

IC suggests the following if experiencing problems with the Mobile App:

1. Verify you are connected to a network
2. Verify the District Name is “Clark”
 - a. Click on Log Out
 - b. Click on Change District
 - c. Search for Clark in the District Name
 - d. Search for Kentucky
 - e. Clark County will display on the screen
 - f. Click on Clark County
3. Enter your username and password
4. Uninstall the app
5. Power off the device
6. Power on the device
7. Re-install the app from the app store