Q: How do I create a Focus Parent Portal account?

A: To create a Focus Parent Portal account, visit https://www.browardschools.com/focus

1. **Parents/guardians *WITHOUT* a Virtual Counselor Parent account, create a new account with the provided instructions.**
2. **Parents/guardians *WITH* a Virtual Counselor Parent account, activate your existing account with the provided instructions.**

Q: I do not know if I have a Virtual Counselor Parent account. Which directions should I follow?

A: Follow the instructions for parents/guardians *WITHOUT* a Virtual Counselor Parent account at
https://www.browardschools.com/focus

Q: I have two Focus Parent Portal accounts. What should I do?

A: Choose one account to log in to. The other account will remain dormant.

Q: When do we start using Focus? After the first day of school or prior?

A: Some links to external applications and announcements are currently available to acclimate parents to the new Portal. The majority of functionality will be available after the start of the 2024/25 school year when schools are using the system.

Q: I am trying to add a student, and it says, "The student information does not match a student in our system." Is the child's information not yet implemented in the Focus system?

A: For the safety and security of students, the information must have an exact match to the student and parent information on file. Please be sure you are not using nicknames to link to your student. For assistance, please contact your student's current enrolled school.

Q: Will aftercare registration for this upcoming year also be on the new Portal?

A: Not in the first year of 2024/25. The district is reviewing the feasibility of shifting this function later.

Q: Will parents be able to see comments that teachers leave on assignments?

A: Yes, teacher comments will be visible on assignments when entered.

Q: Is Register 2 Ride open for enrollment for the 2024/25 school year? I tried but it seems my child still shows at the current school which is too close for the bus. The school next year is far enough to qualify for bus registration. Should I wait until the end of this school year?

A: Register 2 Ride is currently available. For assistance, contact your student's current enrolled school.

Q: My login is not working. How do I get help?

A: Contact your student's current school for assistance with setting up your account.

Q: If you are a BCPS employee, do I still need to create a login?

A: Yes, permissions as a parent versus a staff member are different. Be advised that staff may not use their BCPS email address to create their Parent account.

Q: When will teachers be trained in Focus?
A: Teachers will receive training before the end of the 2023/24 school year, during Seasons of Learning, and before school begins in August 2024.

Q: Can we view our child's records if they already graduated?
A: Parents can set up an account for inactive students, including previously graduated students, who were active/graduated in the 2021/22 school year forward. Please follow the same instructions for setting up an account for current, active students.

Q: Is a PIN needed to access the Parent Portal?
A: No, a PIN is not required to access and link to the Parent Portal. Parents/guardians will need to enter their legal first and last name, the student's ID (beginning with 06) and the student's date of birth to link to the student.

Q: Where do we register?
A: View the instructions at https://www.browardschools.com/focus

Q: Is there a different sign-in for students and parents? For middle schoolers?
A: Parents/guardians will be able to create one singular account to attach and view all their students regardless of enrolled school or school grade levels. Charter students can also be linked, however, depending on the charter school's access to other information (real-time grades, attendance, discipline, etc.) it may not be the same as district schools.

Q: Will all the BCPS digital resources eventually be migrated to Focus? For example, Register 2 Ride, online restore, athlete registration, before and aftercare, etc.?
A: Yes, eventually the Parent Portal will be the parent/guardian's one-stop shop.

Q: When do we start using the site? Is it possible my child's info has not been added to the site and does not recognize his student ID?
A: Some links to external applications and announcements are currently available to acclimate parents to the new Portal. However, most functionality will be available after the start of the 2024/25 school year when schools use the system. For the safety and security of students, the information must have an exact match to the student and parent information on file. Please be sure you are not using nicknames to link to your student. For assistance, please contact your student's current enrolled school.

Q: Will we have access from Focus to Canvas?
A: Canvas access will remain the same, available through Clever.

Q: When adding the student to the Parent Portal, do we use the current school ID or the new school ID?
A: Use the student's current school location.

Q: Focus says the student info does not match what is on record. What should I do?
A: For the safety and security of students, the information must have an exact match to the student and parent information on file. Please be sure you are not using nicknames to link to your student. For assistance, please contact your student's current enrolled school.

Q: Will "Hero" notifications, administrative discipline, and/or teacher notes/comments be available on Focus?
A: In 2024/25, discipline and teacher notes/comments will be available. As the district uses and grows within the system, additional features or current practices will be shifted to the Parent Portal.

Q: Will parents be able to see grades before interim reports as we do now for the first grading period?
A: Real-time grades will go live with the reporting of the first interim grade reporting window. After the first interim, access to student grades will remain open.

Q: Will parents of charter school students be able to view state test scores on Focus?
A: Yes, state test scores will be available to all students, including charter and district. However, depending on the charter school, access to other information (real-time grades, attendance, discipline, etc.) may not be the same as district schools.

Q: Will parents be able to see interactions from counselors or other school staff?
A: Parents will be able to see comments in Gradebook and Attendance. They will also be able to receive communications through Focus itself.

Q: Will students have access to the grades, attendance, etc.?
A: Similar to the Parent Portal, all students will have a Student Portal where access to real-time grades will open with the first interim reporting period. Attendance for each course will also be visible to students on the Student Portal.

Q: Will parents and students have separate usernames and passwords to log in?
A: User accounts are separate for parents/guardians from students, and students should not be permitted to access a Parent Portal or adjust the login credentials. Parents/Guardians can create one single account to attach and view all their students regardless of enrolled school or school grade levels.

Q: I log in with my child's Virtual Counselor account, not a parent account. Do I answer, "I do not have a Virtual Counselor account?"
A: Yes, visit https://www.browardschools.com/focus and follow instructions for parents/guardians *WITHOUT* a Virtual Counselor Parent account.

Q: If the student is in middle school and is going to high school, do they keep the same student ID?
A: Yes, the student ID remains with the student through their entire academic career with BCPS.

Q: Is Focus replacing Canvas?
A: No, Canvas serves a different function/purpose for teachers and students and will continue to be used.

Q: Will this Portal include "My School Bucks" too?
A: A link will be available to My School Bucks from the Parent Portal.

Q: I downloaded the app and added my credentials, but it says permission was denied. What should I do?
A: For the safety and security of students, the information must have an exact match to the student and parent information on file. Please be sure you are not using nicknames to link to your student. For assistance, please contact your student's current enrolled school.

Q: Will old records/grades/test scores migrate over to Focus?

A: **Yes, the entire academic history of students has been migrated into Focus.**

Q: When trying to add a student, Focus asks for the local student number identifier. What is the meaning of local?

A: **This is the student's ID issued by the district. It begins with 06 and follows the student throughout their academic career.**

Q: Will teachers be required to put all information in Focus?

A: **How often teachers update the gradebook is a school-based decision. All updates will be visible, and interims and report cards will be available through the Parent Portal.**

Q: Can each parent have an account for their child?

A: **Yes, parents/guardians may establish their own accounts. However, only contacts listed with the appropriate level of custody may establish an account.**

Q: Can parents/guardians contact district departments directly from this Portal?

A: **Parents can use the link to the Directory and find emails or phone numbers, however, the contact will NOT be within Focus itself. Parents can communicate with the teachers on their child's schedule within Focus.**

Q: Are parents able to view the student's assignments/missing assignments?

A: **Yes, parents/guardians and students will be able to see missing assignments from their respective Portals.**

Q: How do I sign in to the Focus Parent Portal?

A: **Parents/Guardians will either use their credentials from Virtual Counselor or create a new account. View the instructions at** https://www.browardschools.com/focus

Q: Will teachers post assignments in Focus as they do in Pinnacle?

A: **Yes, Focus will replace Pinnacle and all functions currently performed within Pinnacle will be completed inside of Focus starting in the 2024/25 school year.**

Q: Will student grades for previous years with BCPS be available in Focus?

A: **Yes, the entire academic history of students has been migrated into Focus.**

Q: Will there be back-to-school forms as they had in the past when filling out Emergency Contact info, Acknowledgements, etc.?

A: **The traditional back-to-school forms will be completed within Focus. Notification of when this is open and available in the Parent Portal will be made when appropriate.**

Q: Will course selection be available in Focus for middle and high schoolers?

A: **Course selection will be available for secondary schools, middle and high starting in 2024/25.**

Q: When will Focus be live for parents to become familiar with?

A: **Some links to external applications and announcements are currently available to acclimate parents to the new Portal. The majority of functionality will be available after the start of the 2024/25 school year when schools are using the system.**

Q: How do online course requests apply to those classes that require teacher approval?

A: **Questions about course requests within Focus will be addressed in January 2025 by your student's enrolled school.**

Q: Will there be a summary transcript for high schoolers for graduation requirements met?
A: Focus has built-in features for tracking student's progress toward graduation.

Q: What does the BCPS Connect app look like on Google Play? There are about 5 different apps that look alike.
App Title is: ***BCPS Connect***
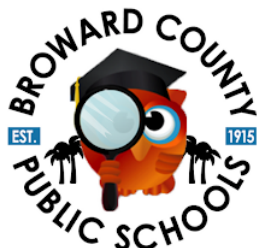
Q: Is a recording of the Parent University webinar available to review?
A: Yes, click the link here: https://www.browardschools.com/parentuniversity

Q: I currently have trouble transitioning from one student to another in Pinnacle. Is that issue resolved in Focus?
A: Parents/guardians can create one single account to attach and view all their students regardless of enrolled school or school grade levels. Charter students can also be linked, however, depending on the charter school's access to other information (real-time grades, attendance, discipline, etc.) it may not be the same as district schools.

Q: Can I access Focus through Clever? If so, can I still use single sign-on to access all apps on Clever?
A: Students will access Focus through Clever, and staff will access Staff Focus through Clever. Parent/Guardian accounts will use the weblink or the app for access.

Q: Can you check your child's Fast test score in Focus?
A: Yes, state test scores will be available to all students, charter, or district. Depending on the charter school's access to other information (real-time grades, attendance, discipline, etc.) it may not be the same as district schools.

Q: If a parent has forgotten their Focus Parent Portal account password, can they create a new one?
A: Yes, there is an automated password reset for created accounts.

Q: I registered for the Focus Parent Portal account. One child was added successfully, but when adding my other children, I got a message that the info did not match the student in the system. How do we troubleshoot?
A: Contact your student's current school for assistance with setting up your account. In some instances, we have seen that the current system does not have the correct contact information. Making the correction with the school will update Focus so that the linking to the student(s) can be completed.

Q: Could you add the ability to navigate to the assignment material associated with a grade? For example, make it possible for a parent to navigate to the test questions and answers provided by their student for a test grade posted in Focus. This would be helpful for a parent to gauge what types of questions their student is missing.
A: This would be contingent on how assignments are completed by the student. Assignments completed in paper format will not be available for review within Focus. Some functionality is available for assignments created and submitted electronically. As the district uses and grows within the system additional features or current practices will be shifted to the Parent Portal.