Frequently Asked Parent Questions

BPS FOCUS parent and student information website: https://tinyurl.com/gradebookBPS

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Registration and Adding a Student

How do parents register in FOCUS?

The registration and parent login portal can be found at www.tinyurl.com/BPSFocusParent. Each school will provide parents with a letter than includes a PIN number that is exclusive to their child. Accounts can be created by going to the parent portal at www.tinyurl.com/BPSFocusParent. Parents will need:

1. The PIN provided by the school
2. The student's seven digit school ID
3. The student's Date of Birth

For more directions with screenshots on registering a parent account, we have a detailed guide at https://goo.gl/UNNexF.

What if a parent can't see the link to create their FOCUS account on the bottom of the page?

Parents should go directly to the account creation page at https://brevardk12.focusschoolsoftware.com/focus/auth/ to create their account.

What if the parent never received the email from FOCUS that their account was created successfully?

Emails go out to the address typed in at registration.

❏ The parent should check their spam or junk folder if they haven't received the email within one hour of registering the new account.
❏ It is possible that the email address was typed incorrectly during the registration process. The parent should try to register again with the correct email address and the PIN provided by the school. If they are able to register with the correct email successfully, it means that the original email address was incorrect.

What if a parent forgets their username or password?

The parent should go to the parent portal login page and click on the "I forgot my password" link. (www.tinyurl.com/BPSFocusParent) Detailed directions can be found on our help document at https://goo.gl/UNNexF.

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How do parents add another child to my existing FOCUS account?

Parents should click on the "add a child to an existing Focus Parent Portal account" link at the bottom of the portal login page. Detailed directions can be found on our help document at https://goo.gl/UNNexF.

Can parents set up email notifications?

Yes, on the far right side of the parent portal, parents can select to receive a summary or customized notifications.

What if a parent sees incorrect information under the Addresses and Contacts tab?

The parent should contact the school and request that the school change their information in our student information system. All of the information under the addresses and contacts tab comes from the information that is entered into our database from the school.

What if a parent wants their account removed?

The parent should contact the school technology associate who can place a request in with our helpdesk. This process can take up to 72 hours to complete.

What if a parent wants to add an additional email onto their account?

FOCUS only allows one email account per user for notifications. If the parent wishes to add another email account, they should register a separate account with that email address using the same PIN information provided for the student.

Forgot Password Account Lockout

Parents will be locked out after 5 failed login attempts and will need to reset their password to override the lockout. The school and the district do not have the functionality inside FOCUS to unlock accounts or reset passwords.

What if a parent is locked out of their account?

The parent should go to the parent portal and click on the "forgot your Focus Parent Portal" link at the bottom of the page. The parent will receive an email with a link to retrieve a temporary password that

they should copy/write down. Parents will need to use that temporary password to change their password. Detailed directions can be found on our help document at https://goo.gl/UNNexF.

What if a parent didn't record the temporary password and can't get past the password reset screen?

The parent should go to the parent Focus portal and click on the "Forgot your Focus Parent Portal" link at the bottom of the page to begin the password reset process again. The school and district do not have the functionality inside FOCUS to retrieve temporary passwords.

Student Login

Can students login to FOCUS now?

Yes, students can now login to FOCUS.

How does my student login to FOCUS?

Students and teachers login to FOCUS through Launchpad. Directions on accessing Launchpad can be found online at https://goo.gl/FjNbhD.

Do students use the PIN to create their account?

Students should not use the PIN to create accounts. Their accounts have automatically created, and the should login through Launchpad. There is not a separate username and password required once they click on the BPS FOCUS live tile inside Launchpad.

Computer Issues

Do I need to download anything on my computer?

FOCUS is a web-based program. There is no additional software or downloads needed.

What if the FOCUS portal page is missing things and doesn't look right?

Parents should use Google Chrome as FOCUS has recommended it as the preferred browser for this program. You may need to clear you cache/browsing history. Directions on how to do this in Chrome can be found here.

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What if the parent is using a Mac, what do they need in order to access FOCUS?

Parents should download and install Google Chrome on your Mac if they are having trouble with Safari. There is nothing else needed.

How can a parent fix an issue where the text is not aligned on the portal page and isn't letting them type their login information in or click the submit button?

This is usually an issue with the screen resolution on the computer. Parents should
- ❏ Ensure they are using Google Chrome as their browser
- ❏ Search for information on the internet about how to adjust the resolution on their monitors
- ❏ Please note that BPS is unable to troubleshoot home computers

How can a parent clear out their browsing history in Chrome?

Directions on how to do this in Chrome can be found here.

Viewing Grades and Classes

How can parents view their child's grades in FOCUS?

Once a parent logs in to the parent portal, they will see an area for messages and alerts. They will also see the list of courses with the student's current grade for each class at the bottom of the portal under Featured Programs. To see the detailed list of assignments and grades for the student, the parent should click on the current grade for the class you wish to see.

How can parents email their child's teacher in FOCUS?

There is a checkbox under the Featured Programs area next to the name of the teacher for the class.

What should parents do if they see a grade that doesn't look right?

Grading in FOCUS works a little differently than our previous gradebook software. In FOCUS, changes to your child's grade average are live and change as soon as a teacher inputs a grade. Teachers have different ways they can manage their grade inputs, so you may see a grade such as a zero or a 100 while the teacher is finalizing the assignment. If you have questions about the grades you see for your child, please contact the child's teacher directly.

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How can parents view Interim or Report Card grades in FOCUS?

Parents can click on the "Final Grades & GPA" at the bottom of the portal page under the Featured Programs box. Once they get to the next screen, they should click on the marking period they wish to view. Some school also publish a PDF of the report to the parent portal. Directions for parents on how to view these reports can be found online at https://goo.gl/uehfV1.