

# Frequently Asked Questions



- **What is the Clayton County Public Schools (CCPS) Campus Portal?**

The CCPS Campus Portal is a confidential and secure website that allows parents/guardians to log in and view their child's progress in school. The goal of the Campus Portal is to create a better partnership between parents and teachers.

- **How secure is the information contained in the Portal?**

The Campus Portal incorporates the highest level of security. Parents/guardians can see only information related to the students they are authorized to view. The use of strong passwords, forced password resets and session timeouts ensure secure access.

- **Do I need special software installed on my computer?**

To effectively access your Campus Portal account, you will need:

**Internet Access:** A high-speed internet connection (cable or DSL) is recommended.

**Adobe Reader:** This is a free document reader available for download on the web at <http://get.adobe.com/reader>



- **What if I do not see all of my children when I login to the Campus Portal?**

Contact your child's school to have the child properly linked to your household.

- **Who can access the Campus Portal?**

Only parents and guardians designated with legal rights to student records may receive a Campus Portal account. Each parent/guardian, with such rights, will receive their own separate account. Accounts are NOT shared.

- **Where do I find my child's daily grades?**

To view daily grades (homework, classwork, tests, etc.), click the "Schedule" link on the left. Then click the course number/course name link to see grades.

- **How do I create a user account so I can use the Campus Portal?**

*You will need to retrieve an activation code before you can create a username and password at*

*[https://sis.clayton.k12.ga.us/K12\\_Custom/cparent/index.jsp?appName=clayton&version=1&rel=hhchk](https://sis.clayton.k12.ga.us/K12_Custom/cparent/index.jsp?appName=clayton&version=1&rel=hhchk). Enter requested information for one child within your household. If you are successful in retrieving your activation code, click the [Activate Your Parent Portal Account Now](#) to create your username and password. Note: Please do use a numeric only username as it may conflict with a student account once this feature is activated.*

- *If you are unsuccessful in retrieving your activation code, please contact your child's school and be prepared to visit the school with a picture ID to receive your activation code.*
- *If you are unsuccessful in retrieving your activation code on the first try and you have more than one child in the district, please attempt to retrieve your activation code by entering the requested information for all children in the household. If you are still unsuccessful, please contact your child's school and be prepared to visit the school with a picture ID to receive your activation code.*

- **Where do I find my child's report card grades?**

Click "Reports" on the left and then select the report card you would like to view. .

- **What happens if I forget my Username or Password?**

*Please contact your child's school.*

- **I tried to login but my account has been disabled. What should I do?**

*Please contact your child's school.*