

Greetings,

In an effort to have students best prepared for the start of the 2020-2021 school year, the district is requesting that all parents/guardians ensure their child(ren) is able to log into the CCPS Portal. It is imperative students are able to access the CCPS Portal in order to have access to their teachers and instruction. **All currently enrolled students must be able to log into the CCPS Portal before August 10, 2020.** NOTE: students new to CCPS will not be able to claim their CCPS account for 24 hours after they are entered into Infinite Campus (see page 2).

### **EXISTING CCPS STUDENTS: How to Login to the CCPS Portal**

1. Using a Chrome browser, go to [my.clayton.k12.ga.us](http://my.clayton.k12.ga.us) (**NOTE:** All CCPS student devices should default to the CCPS Portal login landing page, upon launching the Chrome browser. However, students can practice this log in process on **any** device connected to the Internet.)
2. Enter the student's username and click "Go". (**NOTE:** ALL student usernames begin with the letter "S" and a "0" zero, followed by their student ID#. Example: S0123456)
3. Enter the student password and click "Go".
4. Students will then be logged into the CCPS Portal. This is where students will access instructional resources.
5. Click [HERE](#) to access a video demonstration for logging into the CCPS Portal.
6. Click [HERE](#) for instructions for connecting to Wi-Fi on a CCPS device.
7. Click [HERE](#) for access to the "Extending Learning Beyond the Classroom (ELBC): CCPS Expectations for Students and Parent Support" document.

### **Troubleshooting Tips for Logging into the CCPS Portal**

<b>Issue</b>	<b>Resolution</b>
When my student attempts to login to the CCPS Portal, the error message " <b>Authentication Failed</b> " is displayed.	<ul style="list-style-type: none"><li>• Ensure you are entering the correct username. All student usernames begin with the letter "S".</li><li>• Ensure you are entering the correct password. Passwords are case sensitive.</li></ul> <p><i>***Users can click the "eye" icon on the login landing page to see information being entered.</i></p>
On my family's personal device(s), I am certain my student is using the correct username and password. The " <b>Authentication Failed</b> " error message still appears.	<ul style="list-style-type: none"><li>• This may be due to the computer having cached another user's information. Clear the browser history/cache (Ctrl+Shift+Delete or Command+Shift+Delete) and attempt to log in again. Additionally, ensure another user is not logged into the browser. Using a browser's incognito mode is a good practice when multiple children are sharing a personal device.</li></ul>
My student has forgotten his/her password.	<ul style="list-style-type: none"><li>• Click the "Forgot my Password" button on the CCPS Portal landing page.</li><li>• Enter the username and click "Next".</li><li>• Enter the answers to the challenge questions and click "Next".</li><li>• Create a new password. Re-enter the new password.</li><li>• Go to <a href="http://my.clayton.k12.ga.us">my.clayton.k12.ga.us</a> and log in with the username and the new password.</li><li>• Click <a href="#">HERE</a> to access a video demonstration for resetting password.</li></ul> <p><i>***Passwords must be 8 characters. Students cannot reuse a password.</i></p>
My student does not remember the answers to	The student's account will have to be reset. Please contact the student's teacher <b>between July 28, 2020 and August 6, 2020</b> . Teachers will submit a

his/her challenge questions.

ticket on the student's behalf. Once the student's account has been reset, the student must complete the claim process.

## \*\*\*\*\*Students NEW to CCPS\*\*\*\*\*

Welcome to CCPS!

**24 hours after students are entered into Infinite Campus**, they will be able to claim their CCPS account, in order to access instructional materials and to communicate with teachers.

### ***What do I need to claim my child(ren)'s account?***

You will need to enter your child(ren)'s lastname, firstname, and student ID#, exactly as the information appears in Infinite Campus.

### ***What are the steps for claiming my child(ren)'s account?***

- a. Have the student go to [my.clayton.k12.ga.us](http://my.clayton.k12.ga.us).
  - b. Have the student click "Claim my Account".
  - c. Have the student enter lastname, firstname, and their ID#. Note: this information **MUST** be entered exactly as it appears in Infinite Campus. ID# does **NOT** include the letter "S". The "S" becomes a part of a student's username.
  - d. Have the student click "Next".
  - e. Have the student create a password. Note: Passwords cannot be reused and they must be at least 8 characters long.
  - f. Have the student re-enter the new password.
  - g. Have the student click "Next".
  - h. Have the student answer only **THREE** challenge questions. **Reminder, students will need to remember these answers in order to reset their password in the future.**
  - i. Have the student click "Next". This completes the claim process. You can not follow the instructions above for logging into the CCPS account.
- Students must complete the entire claim process in order to be able to log into the CCPS Portal.
  - Do not use the browser's back button.
  - Please click [HERE](#) for a video demonstration for claiming an account.

### ***What do I need to do if I am unable to claim my child(ren)'s account?***

## Troubleshooting Tips for Claiming a CCPS Portal Account

### **I received a message "The Claim Account Operation Failed."**

You received this message because the information you entered does not match what is in Infinite Campus. Please make sure that you have entered the student's first name, last name, and student ID **exactly** as it appears in Infinite Campus.

### **I double-checked to make sure that I entered my information exactly how it appears in Infinite Campus. Is there anything else I can do?**

Clear the browser history/cache (Ctrl+Shift+Delete) and attempt to log in again. Additionally, ensure another user is not logged into the browser. Using a browser's incognito mode is a good practice when multiple children are sharing a personal device.