



PARENT / STUDENT PORTAL INFORMATION

What is Parent/Student Portal?

Parent/Student Portal is a confidential and secure website where users access current academic information. Parents and Students can view class schedules, assignments, attendance information, test scores and links to teacher email addresses. Parents and students each have their own accounts. Student accounts are maintained at the school. If your 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 Fayette County Public Schools homepage (www.fcps.net) under “Students” click the “IC Campus Portal” link. Also, many of our schools have a link to the Portal on their school homepage.

IC Parent Portal Support Tool

We now have an IC Parent Portal Support tool: <https://apps2.fcps.net/ic-support>. This new tool has three main features:

- Register – Request an Activation Key to create a new Parent Portal account
- Get My Credentials – Reset your password or retrieve your username
- Help! – Request extra assistance

How do I receive a Parent Portal account?

If you are new to the district:

- ✓ Visit the school your neighborhood is assigned to and complete all registration requirements.
- ✓ After registration requirements have been completed and your application has been processed, you should receive an email with your personal activation key and directions on how to access Parent/Student Portal. Please be patient as this process can take longer at the beginning of the school year.
- ✓ If your application has been processed and you have not received an email with your personal activation key, please visit our new IC Parent Portal Support Site and click “Register” to request an activation key:
<https://apps2.fcps.net/ic-support>
- ✓ To enter the activation key, visit the Parent Portal Login Page and click the blue “[click here](#)” link beside the first option.

Username


Password

[Sign In](#) >>

[Problems logging in?](#)

If you have been assigned a Campus Portal Activation Key, [click here](#)
If you do not have an Activation Key, [click here](#)

[Tell me more!](#)



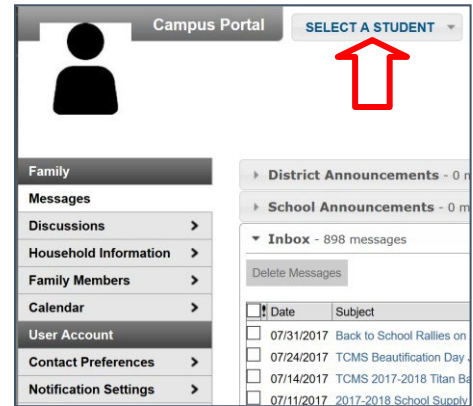
How do I navigate Parent Portal?

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.

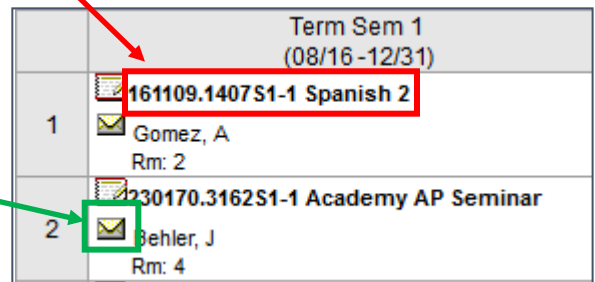
How do I view assignments and scores?

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.



What if I have questions about my students' 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 then email address on the Grade screen.



Who should I contact regarding attendance related issues?

Call the Attendance Office at 859-381-3332 to speak to Angela Henderson.

What should I do if I forget my username and/or password?

Parents/Guardians should visit our IC Parent Portal Support site: <https://apps2.fcps.net/ic-support> and click “Get My Credentials”.

If you continue to experience problems, please email: parent.portal@fayette.kyschools.us.

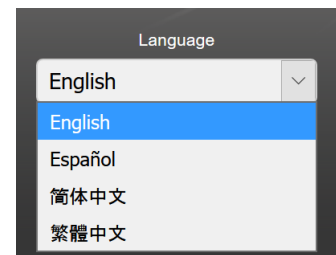
When emailing include your name, the names of your students, their dates of birth, their current address, and the schools they attend.

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 view 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.)?

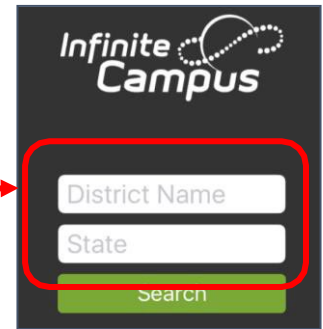
Yes, you can access the Portal from any location with internet access.

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

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



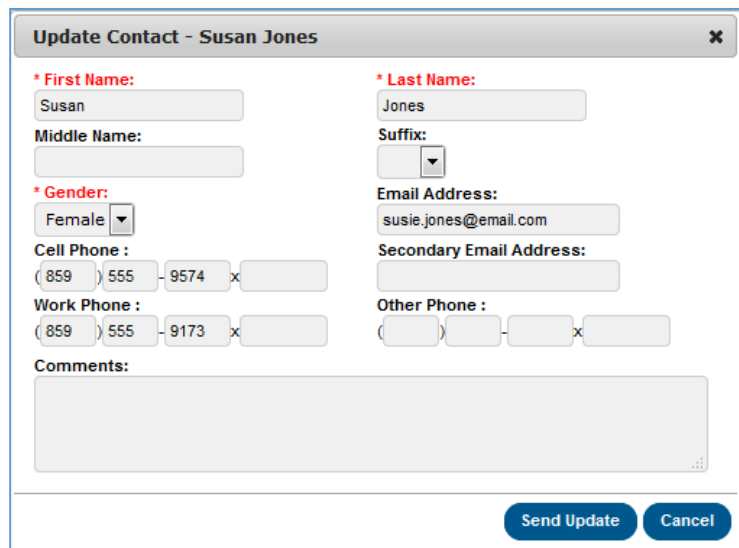
- When setting up the app, enter the District Name “Fayette” and State “Kentucky”.
- The mobile app cannot be used to activate an account or reset passwords.
- Infinite Campus has created a video that is very useful in understanding the Parent/Student Portal and the Mobile App. Visit this site: <https://www.infinitecampus.com/video/infinite-campus-portal-mobile-app>



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 CampusPortal 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 contact Deborah Wenger at 859-381-3332 for assistance.

What are contact preferences?

You can receive information about school and district happenings and closings by phone call, text or email. Contact preferences determine which types of messages should be directed to each phone or email address.

How do I change my contact preferences?

1. Log in to Parent Portal on a desktop computer or laptop
2. Under “User Account”, click “Contact Preferences”
3. The different types of messages that may be sent are listed in the gray bar (See the next page for an explanation of the types of messages). Some boxes have been preselected, but you may change those settings by clicking on the boxes to either add or remove the ways you would like to be notified. **Be sure to SAVE your selections!**

Family

Messages >

Household Information >

Family Members >

Calendar >

Fees >

User Account

Account Management >

Contact Preferences

Access Log >

Message Contact Preferences

Successfully saved contact information.

Email Address:

Secondary Email Address:

Instructions:

For each type of message (Emergency, Attendance, Behavior, General Notification, Priority Notification, Teacher) you may select to receive a message on more than one device. To change or add a phone number you will need to contact your school's administrative offices.

Please check the Text(SMS) check box if you would like to receive text messages sent by the school. If Text (SMS) option is enabled message and data rates may apply. Charges are dependent on your carrier to send and receive these text (SMS) messages.

- To opt out uncheck the text (SMS) box anytime.
- For support contact your district.

		Emergency	Attendance	Behavior	General Notification	Priority Notification	Teacher
Cell Phone (555)255-1996	Voice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Text (SMS)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email (email@infinitecampus.com)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

† Your district may send some communications in languages other than English, if you prefer to be contacted in a another language please specify your preferred language.

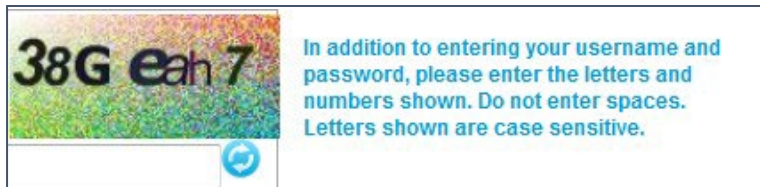
For weather-related announcements

You can update phone numbers and email addresses! Click the “Family Members” option.

What do the different message types mean?

- Emergency – Used in an extreme case of a health or safety emergency. By default, all boxes except “Work” will always be checked. In the event of a crisis that would warrant using this method of communication, we would reach out to you in every way we have available.
- Attendance – Used to make you aware that your child is not at school or has missed one of their classes at school.
- Behavior – Some schools use this message type to alert parents about behavioral situations their children may encounter at school.
- General Notification – Used for routine announcements or special messages from your school or the district.
- Priority Notification – Used for snow calls and notifications about weather closings, delays or early dismissals. **If a decision is made the day before, calls will go out then. If the decision is made the day of, the call will go out at 5:30 a.m.** All boxes you check will receive the call or text; you can decide if you want to receive only a text to a cell phone, or whether you want every phone in your house to ring. If you uncheck all the boxes, you will not receive any notifications about weather closings, delays or early dismissals.
- Teacher – Used only for email contacts from your child’s teacher or teachers.

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

Other Helpful Tips

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

1. Uninstall the app
2. Power off the device
3. Power on the device
4. Re-install the app from the app store

If problems still persist with the Mobile App:

5. Verify you are connected to a network
6. Verify the District Name is “Fayette”
7. The cloud service validating your portal account is down. Please try again later.