Frequently Asked Parent Questions

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Registration and Adding a Student

How do I register in FOCUS?

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 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.

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.

Frequently Asked Parent Questions

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.

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

Other Questions