

CCPS Portal User Guide

Getting Started

- Students, before claiming your account you will need;
 - Your name - EXACTLY - as it appears in Infinite Campus.
 - Your 7 digit student ID number. Student ID numbers do NOT have an "S".

Claiming a User Account

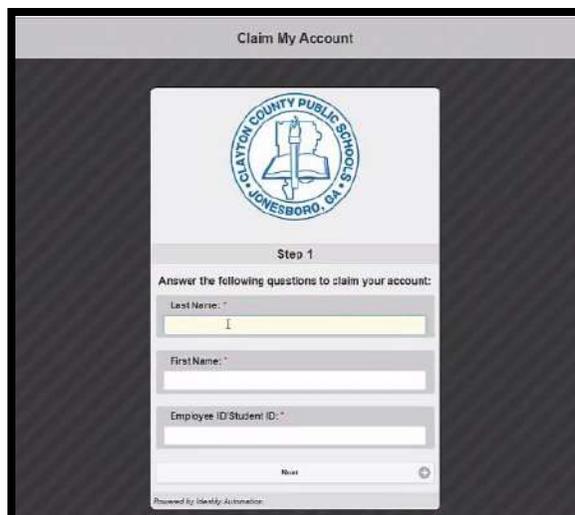
1. To access the CCPS Portal, go to my.clayton.k12.ga.us, or click the **CCPS Portal** link on the district's website.



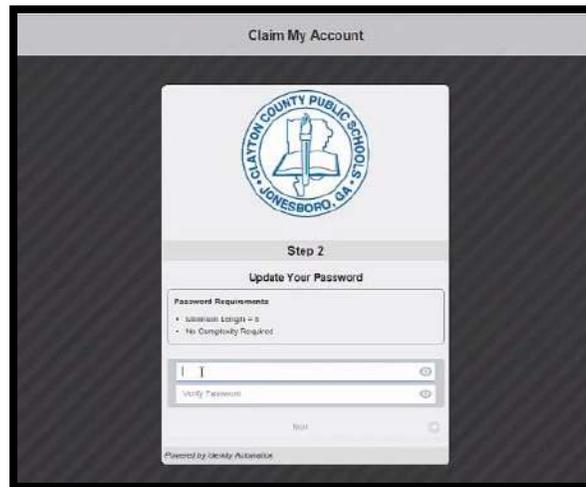
2. From the **CCPS Portal** landing page, click **Claim My Account**.



3. Enter your **Last Name**, **First Name**, and **Student ID - Student ID is numbers only**. All fields **MUST** be entered **exactly** as they appear in Infinite Campus. Then click **Next**.

A screenshot of the "Claim My Account" form. The form is titled "Claim My Account" and features the Clayton County Public Schools logo. Below the logo, it says "Step 1" and "Answer the following questions to claim your account:". There are three input fields: "Last Name:" with the letter "I" entered, "First Name:" which is empty, and "Employee ID/Student ID:" which is empty. A "Next" button is at the bottom right. At the very bottom, it says "Powered by Identity Automation".

4. Enter a password that complies with the stated requirements, re-enter the password to verify, and click **Next**.



Claim My Account

CLAYTON COUNTY PUBLIC SCHOOLS
JONESBORO, GA

Step 2

Update Your Password

Password Requirements

- Minimum Length = 8
- No Complexity Required

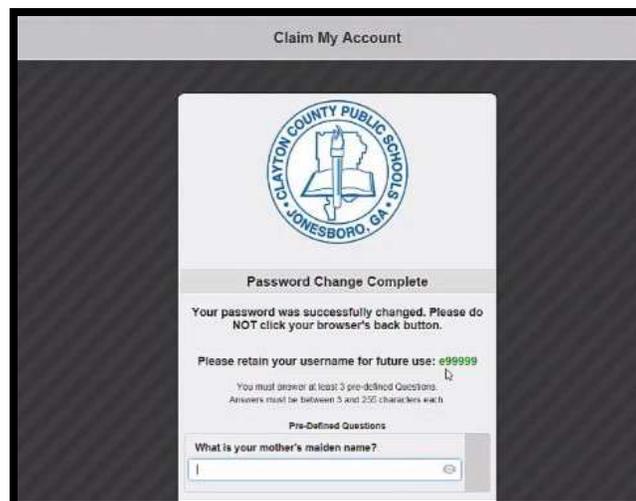
Verify Password

Next

Powered by Identity Automation

5. This screen will show your username in **green**. NOTICE: usernameID is an "S" with your student ID number. **Be SURE to retain your username and password**. Next, answer **ONLY 3** of the predefined questions listed and click **SAVE**. These will be used to recover your password if it is forgotten. ***Students are responsible for managing their CCPS Portal account, to include resetting passwords.*** Below is a list of the challenge questions that will be presented to students during the claim process.

1. What is your birth month (January, October, etc.)?
2. What is your middle name?
3. In what year were you born?
4. What is your school mascot?
5. Who is your homeroom teacher?
6. What is the confidential school password? (example: witty mouse for Mundy's Mill Middle)
7. Which do you like best? (Type ONE: apple, banana, orange, peach)
8. Which do you like best? (Type ONE: summer, winter, fall, spring)



Claim My Account

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Password Change Complete

Your password was successfully changed. Please do NOT click your browser's back button.

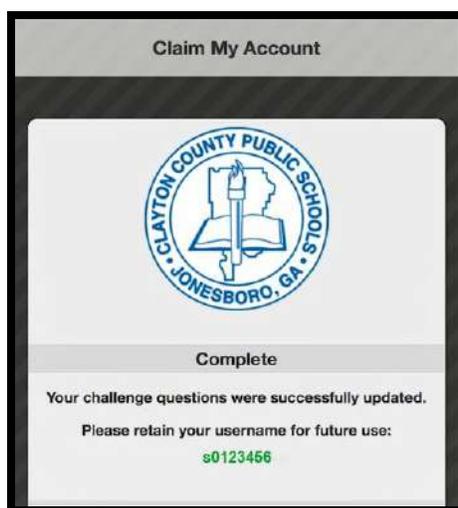
Please retain your username for future use: e99999

You must answer at least 3 pre-defined Questions.
Answers must be between 5 and 255 characters each.

Pre-Defined Questions

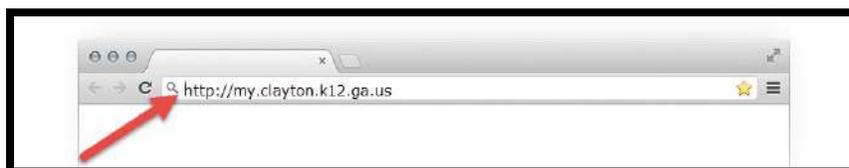
What is your mother's maiden name?

6. You have completed the claim process! *Please commit your username and password to memory and close this tab.*

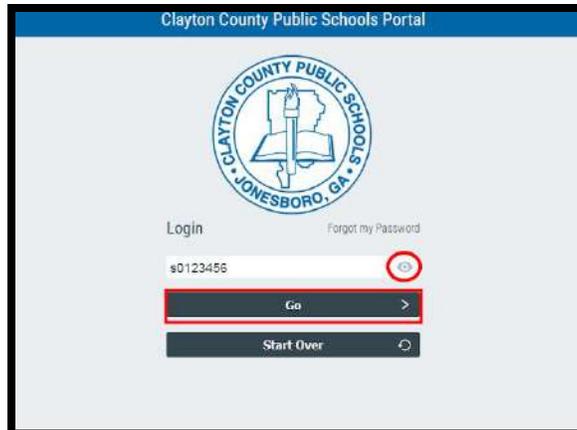


Final Steps

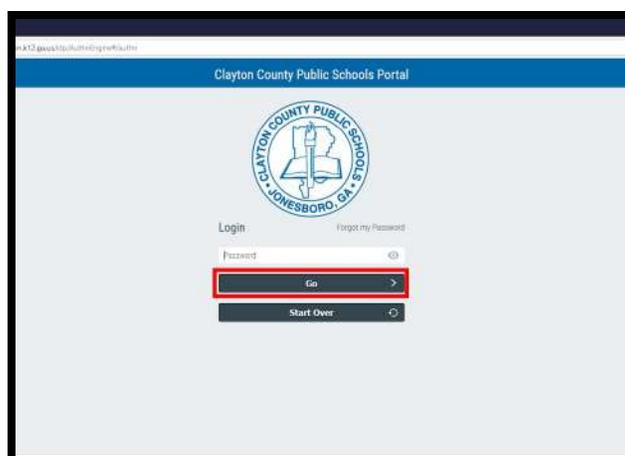
7. Log into the portal. Go to the district's website and click the **CCPS Portal** link, or go to my.clayton.k12.ga.us.



8. From the **CCPS Portal** landing page, **enter your username** that was given to you during the claim process. Click **Go**. Your username is an 's' followed by your student ID. Enter your username here.



9. On the next screen, **enter your password** you created during the claim account process and click **Go**.



10. You are now in the CCPS Portal. This is where you can access instructional digital resources.



Troubleshooting Tips

I received a message “The Claim Account Operation Failed.” What do I do now?

You received this message because the information you submitted does not match what is in Infinite Campus. Please make sure that you have entered your 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?

Please clear the browser history. Someone else’s information may have loaded during your submission.

I cleared the browser history. I’m getting the same message.

Your account is probably already claimed. You can click the *Forgot my Password* link and follow the instructions to reset the account yourself. If you are unable to reset your password, you will need to ask your teacher to seek technology help. Your teacher can either submit a technology ticket, or locate a school-based technician.

My Clayton County Public Schools Portal Claim Account Process

Greetings CCPS Faculty and Staff,

As you know, Clayton County Public Schools has an identity and access management system called *My Clayton County Public Schools Portal (CCPS Portal)* which consolidates digital resources into a single sign-on environment.

ALL student CCPS Portal accounts have been reset. This means that when students return to school on August 5, 2019, **ALL** students must complete the claim process to regain access to digital resources. **This only applies to student accounts. Staff accounts have not been reset.** Please read/review/share [The CCPS Portal User Guide](#) and this [VIDEO](#), both of which contain instructions for the account claim process. It is suggested that teachers show the video to students on the IFP, then display the CCPS Portal User Guide below, taking students through the process.

There has been a minor change to **all staff and students’ login experience**. All users will enter a username on the *CCPS Portal* landing page, click next, then enter a password on the following screen (images below). No other changes have been made to the user experience in the *CCPS Portal*.

Thank you in advance for your cooperation as we make improvements to the *CCPS Portal*.

