

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. Click [HERE](#) to access the “How Do I Login and Prevent Future Login Issues” video.
 - a. Using a Chrome browser, go to my.clayton.k12.ga.us OR click “CCPS Portal” from the district website. **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.
 - b. 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)
 - c. Enter the student password and click “Go”.
 - d. Students will then be logged into the CCPS Portal. This is where students will access instructional resources.
2. Click [HERE](#) for instructions for connecting to Wi-Fi on a CCPS device.
3. Click [HERE](#) to access the “Extending Learning Beyond the Classroom (ELBC): CCPS Expectations for Students and Parent Support” document.

Troubleshooting Tips for Logging into the CCPS Portal

Issue	Resolution
My student has forgotten his/her password.	<ul style="list-style-type: none">• The CCPS Portal is self-service. Students can reset their own password. Click HERE to access the “What Happens When I Forget My Password” video.
When my student attempts to login to the CCPS Portal, the error message “ Authentication Failed ” is displayed.	<ul style="list-style-type: none">• Ensure you are entering the correct username. All student usernames begin with the letter “S” and a “0” zero, followed by their student ID#. Example: S0123456.• Ensure you are entering the correct password. Passwords are case sensitive.• Click HERE to access the “How Do I Login and Prevent Future Login Issues”
On my family’s personal device(s), I am certain my student is using the correct username and password. The “ Authentication Failed ” error message still appears.	<ul style="list-style-type: none">• 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.
My student does not remember the answers to his/her challenge questions.	The student’s account will have to be reset. Please contact the student’s teacher between July 28, 2020 and August 6, 2020 . Teachers will submit a 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 your child(ren)'s lastname, firstname, and student ID#, exactly as the information appears in Infinite Campus.

How does my student claim his/her account?

- Please click [HERE](#) to access the "Claiming Your Account in the CCPS Portal 2020-21" video.
- 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 during the claim process.
- Steps for claiming an account
 - a. Have the student go to 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 on page 1 of this document for logging into the CCPS 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 the claim process 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.