

Greetings,

In an effort to have students best prepared for the start of the 20-21 school year, the district is requesting that all parents/guardians/caregivers 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 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 Portal account for 24 hours after they are entered into Infinite Campus.

NOTE: The Department of Technology is NOT resetting student accounts for the 20-21 school-year. Current CCPS students do NOT need to “claim” an account. An account cannot be “re-claimed”. Current students need to log into the CCPS Portal as they did last school year.

Before submitting a ticket on behalf of your student(s), please complete the following.

1. Click [HERE](#) to review the “How Do I Login and Prevent Future Login Issues” video.
2. Ensure parents/students are using a proper username. All student usernames begin with the letter “S”. The “S” is followed by the student’s ID#. All student usernames are 8 characters long. Example: S0123456.
3. If parents/students are certain they know the correct password, have them click the “eye” icon to ensure they are typing it in correctly.
4. If parents/students do not remember the password, have them click the “Forgot my Password” button on the CCPS Portal landing page. Click [HERE](#) to review the “What Happens When I Forget My Password” video.
 - a. Parents/students can answer the challenge questions and choose a new password.
 - b. New passwords must be 8 characters long.
 - c. The new password cannot be the same as an earlier password.
5. If parents/students are unable to answer the challenge questions, a ticket will have to be submitted on behalf of the student.
6. **Any students NEW to CCPS will have to complete the claim process. The claim process can be completed 24 hours after a student is entered into Infinite Campus.**

Please follow the instructions below to submit a ticket on behalf of the student.

Submitting a ticket properly will ensure the issue is resolved in a timely manner.

1. Choose “Software/Online” systems.
2. Choose “RapidIdentity/CCPS Portal”.
3. Choose “Student Account”.
4. Choose “Cannot answer challenge questions”.
5. In the box provided, not as an attachment, enter the student’s information as shown: firstname lastname 0123456. Please do not use any additional characters. This will ensure the correct student account is being addressed.
6. Monitor email for ticket updates.
7. Once a student account has been reset, the student must go through the claim process.
8. Please click [HERE](#) to review the “Claiming Your Account in the CCPS Portal 2020-21” video.
 - a. Students must complete the entire claim process in order to be able to log into the CCPS Portal.
 - b. Do not use the browser’s back button.

- c. Have the student go to my.clayton.k12.ga.us.
- d. Have the student click "Claim my Account".
- e. 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.
- f. Have the student click "Next".
- g. Have the student create a password. Note: Passwords cannot be reused and they must be at least 8 characters long.
- h. Have the student re-enter the new password.
- i. Have the student click "Next".
- j. Have the student answer only **THREE** challenge questions. **Remind parents/students they will need to remember these answers in order to reset their password in the future.**
- k. Have the student click "Next". This completes the claim process.

Upon completion of the claim process, have the students log into the CCPS Portal.

How to Login to the CCPS Portal

1. Click [HERE](#) to review the "How Do I Login and Prevent Future Login Issues" video.
2. Using a Chrome browser, go to my.clayton.k12.ga.us (**NOTE:** All CCPS student devices will default to the CCPS Portal login landing page, upon launching the Chrome browser.)
3. 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)
4. Enter the student password and click "Go".
5. Students will then be logged into the CCPS Portal. This is where students will access instructional resources.

Troubleshooting Tips

Issue	Resolution
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". ● Ensure you are entering the correct password. Passwords are case sensitive. <p><i>***Users can click the "eye" icon on the login landing page to see information being entered.</i></p>
When my student attempts to login to the CCPS Portal, the error message "Invalid username or Password" appears.	<ul style="list-style-type: none"> ● This message is only displayed when students use incorrect credentials. Have them click the "eye" icon to ensure they are typing in the correct credentials.
On my student's personal device(s), I am certain the 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) 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. ● Ensure the student is entering the correct username and password. Click the "eye" icon to see what is being entered.