

## **Can I access the Portal from a computer other than my home computer?**

Yes. The Portal is Web-based and can be accessed from any computer with the above minimum requirements. For security purposes, when using the Portal on a public computer, always be certain to log out and close the browser when you are finished.

## **When I try to put in my 32-digit code, I get an error message.**

When entering the code, you may have entered the letter O instead of a zero "0". Any character that appears to be the letter O is actually a number zero "0".

## **After I put in my 32-digit code, I typed in my username and password, then a message came up that said this username already exists. What do I do?**

Select another username and try again. There cannot be two users with the same username in the system. Remember usernames and passwords are case sensitive. If you are a DCSD employee and already have a Infinite Campus account please contact the Portal Manager at your school to get a username and login instructions

## **When I go to the Portal address and type in my user name and password and hit "submit", it says "Page not found..." What do I do?**

If your browser settings for privacy and security are set high, you may not be able to view the Portal information. Check your settings under "Tools" and "Internet Options".

## **I have forgotten my username or password?**

For security purposes, the Portal will be disabled after five failed attempts using an invalid password. If you have forgotten your username and/or password, you will need to contact the Portal Manager at your school to get your account reset.

## **I know my username and password, but I have been locked out?**

Contact the Portal Manager at your school to get your password reset. Due to security measures you may be required to change your password.

## **I don't get a report when I go to print a report?**

Make sure that you have the most current version of Adobe Acrobat Reader, and you have allowed popups from DCSD website.