

## **Activating a NEW Parent Portal Account**

**Full instructions and Español version... <https://www.paulding.k12.ga.us/domain/4142>**

### **Virtual Instructions for Activating a Parent Portal Account**

*Requests for Parent Portal accounts are now handled virtually. Please read the [Parent Portal Usage Policy](#) before continuing.*

*Please send an email to [portal@paulding.k12.ga.us](mailto:portal@paulding.k12.ga.us) and include the following information. A copy of state-issued parent picture ID must also be included in the email. Your request will be handled within 48 hours.*

- Parent Name
- Parent Physical Address
- Parent Email Address
- Student's First Name
- Student's Last Name
- Student's Date of Birth
- Student's Physical Address
- Name of School Student Attends

An email will be sent to the parent email address in Infinite Campus providing the activation key and instructions on how to set up an account.

### **Account and Password Reset**

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**In an effort to ensure student information security, passwords will only be reset by email if parent state-issued picture ID is provided.**

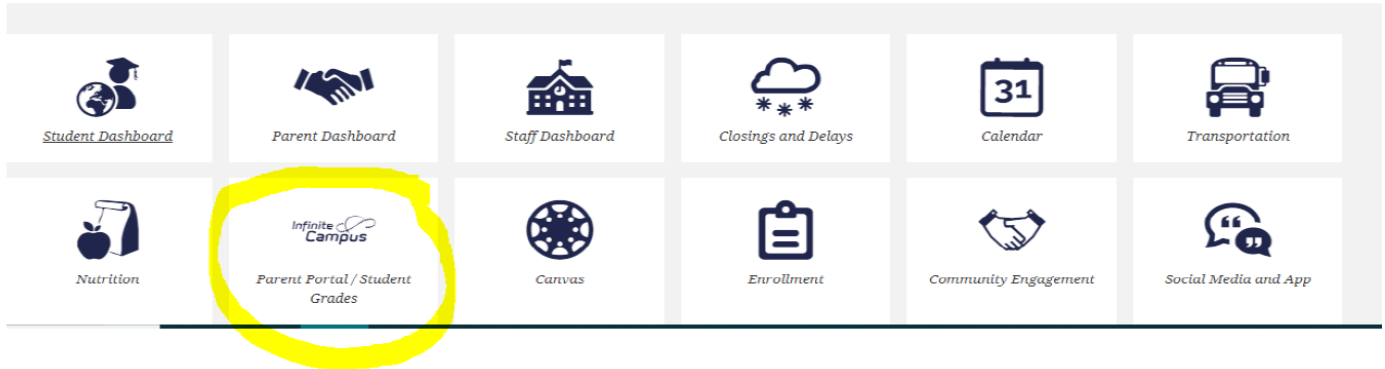
***Accounts and passwords can be reset in one of two ways:***

- The Portal Account Owner may go to any Paulding County school and present a state-issued picture ID or
- The Portal Account Owner may email [portal@paulding.k12.ga.us](mailto:portal@paulding.k12.ga.us). Parent state-issued picture ID must be included with this email.

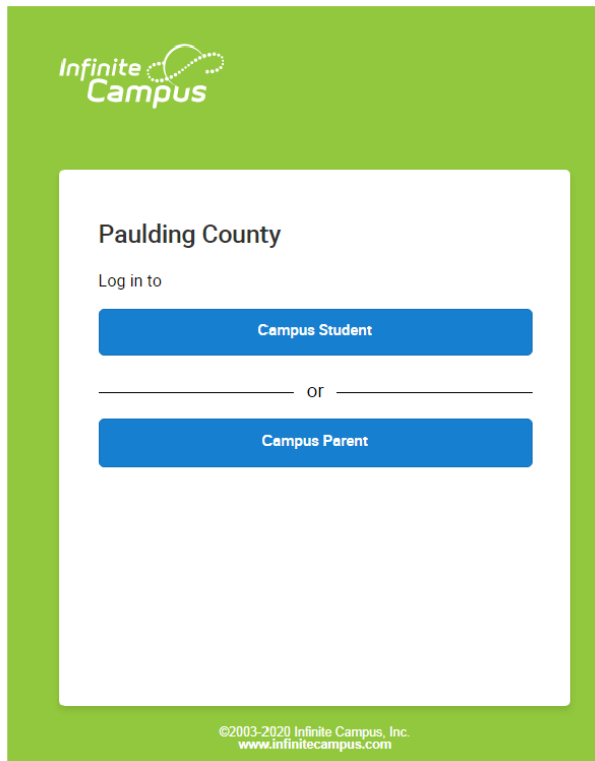
Changes will take 24 to 48 hours to activate new changes.

## Accessing Your Activated Parent Portal Account

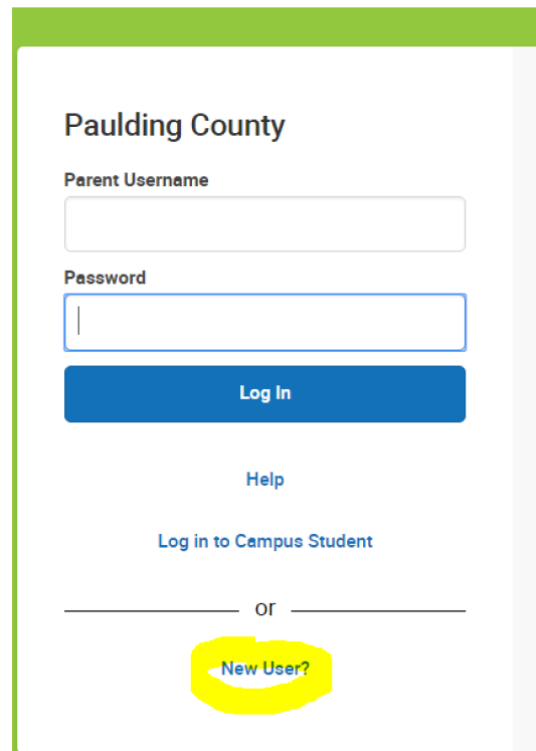
1. Go to [www.paulding.k12.ga.us](http://www.paulding.k12.ga.us). Right under the picture gallery, you will find the Infinite Campus icon. It states Parent Portal/Student Grades under the icon.



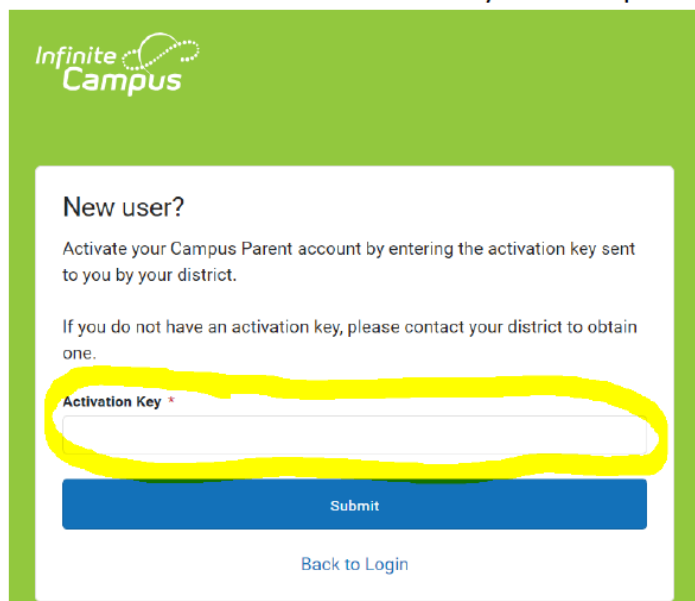
2. Click Campus Parent



3. Click New User?

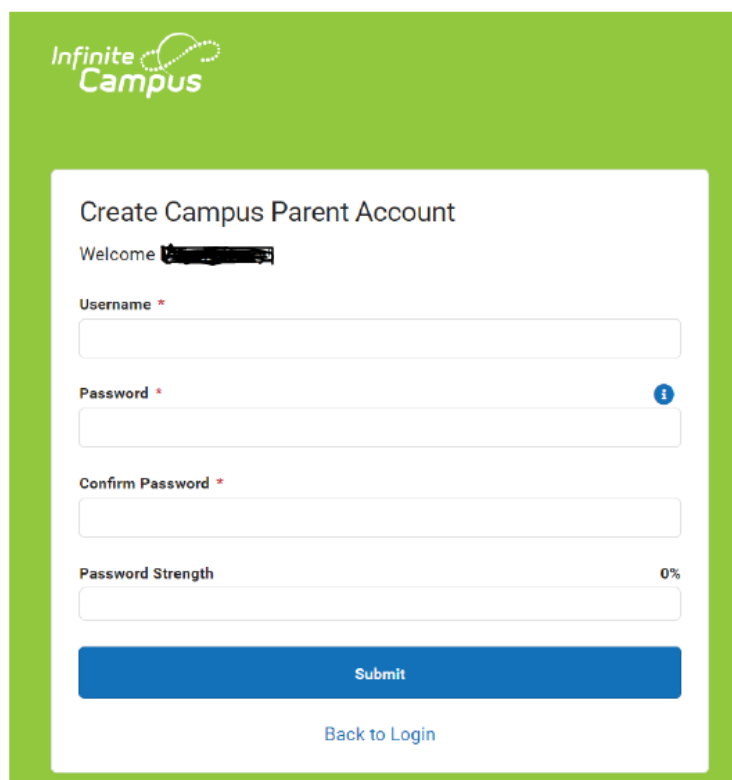


4. Enter the activation code that you were provided at the Central Registration Office. Click Submit.



The screenshot shows the 'New user?' page on the Infinite Campus website. The page has a green header with the 'Infinite Campus' logo. Below the header, the text reads: 'New user? Activate your Campus Parent account by entering the activation key sent to you by your district. If you do not have an activation key, please contact your district to obtain one.' There is a text input field labeled 'Activation Key \*' which is highlighted with a yellow circle. Below the input field is a blue 'Submit' button and a link that says 'Back to Login'.

5. You will now create an user name and password. If username is already in use, a message will pop up informing you of this. Passwords must be 6 characters or longer. If the password isn't strong enough, you will be directed to create a stronger password. There are no requirements for any combination of characters, such as capital letters, numbers, or symbols. Click Submit.



The screenshot shows the 'Create Campus Parent Account' page on the Infinite Campus website. The page has a green header with the 'Infinite Campus' logo. Below the header, the text reads: 'Create Campus Parent Account Welcome [redacted]'. There are three text input fields: 'Username \*', 'Password \*' (with an information icon), and 'Confirm Password \*'. Below these fields is a 'Password Strength' indicator showing '0%'. At the bottom of the form is a blue 'Submit' button and a link that says 'Back to Login'.

6. Once your account is successfully created, the following message will appear. You can now log in to view your student's grades, attendance, and more helpful information. You can also download the Infinite Campus Mobile Portal app from the App store or Google Play. **\*\*NOTE: You must create the Campus Portal Account using an internet browser before using the Infinite Campus Mobile Portal app.\*\***

