



Parent Portal Q & A

Frequently asked Questions

1. What can I do if I can't remember my Username?

- a. Please visit www.dysart.org/parentportal and click "Forgot Username". An email will be sent to the email address listed in Infinite Campus. The email will contain your username.

2. I can't remember my password. Can you please reset it?

- a. Please visit www.dysart.org/parentportal and click "Forgot Password". An email will be sent to the email address listed in Infinite Campus. The email will contain a confirmation link. Please click on the link. Link will take you to the page where your password can be changed.

3. My link in the verification e-mail does not work. I can't click on it. How do I verify my account?

- a. Please copy the link address into the web address bar of your browser to verify your account.

4. I tried to create a username and it failed. When I tried again, the system won't let me.

- a. For student security reasons, there is a "lock out" trigger; if inaccurate data is entered twice the account will lock out for 24 hours. Please try again after the 24 hour period has ended.
- b. Data entered when creating a manual account (not using email address on file) must match what is in the student information system (Infinite Campus) exactly. Those data items are: Parent First and Last Name, Student Birth Date, Birth State, Date of Birth and ID number as well as their homeroom or English teacher's name.

5. I am trying to login and I know I have an account created but my username and password is not working?

- a. Try using a different internet browser (Chrome, Firefox, Internet Explorer, etc...). If that does not work, visit www.dysart.org/parentportal and click "Forgot Username."

6. How does my student access their information on the Portal?

- a. Students can download the "Campus Student" app from the Google Play Store or iTunes store. They will login to Campus Student using their Dysart network username and password.

- 7. Is there an app I can download so I can check my child's grades, attendance, and email teachers, etc?**
 - a. Yes parents can download "Campus Parent" from the Google Play Store or iTunes. You will use your username and password to login.

- 8. Where do I find my child's current grades, in the Campus Parent app or on www.dysart.org/parentportal?**
 - a. Once you log in, select your student on the top. Next, select "Grades" on the left-hand side.

- 9. One of my children attends an elementary school and the other a high school, will I be able to see all my students?**
 - a. Yes, as long as you have portal rights to both students, you will be able to see all your students.