

Infinite Campus Parent Portal Information and Issues:

****If a parent finds themselves locked out of the parent portal or forgot their password they may:**

- go to the [portal login screen](#), click on the orange "help" link and then
- on the [blue "Problems logging in?" link](#).
- This will allow them to enter their e-mail address, click send reminder and they will get an e-mail with their password.
- This will work if they have not associated their e-mail with their students accounts.
- If they have associated their parent email with a student account, they will get a message stating there are multiple accounts associated with that e-mail.
- Then they will need to contact help@asd20.org .

****If one parent has portal access but the other does not (for example in split households)**

- Email help@asd20.org for a secondary portal.
- The help desk can create a second account based on the information in Infinite Campus.
- If both parents are not listed in Infinite Campus correctly or do not show up in Infinite Campus, the parent should contact D20 Central Registry to update Infinite Campus.
 - Central Registry can be contacted at 719-234-1200 and ask for Central Registry
 - If the issue is more complex and requires adding a household or dividing a household into two locations where the children reside in both homes:
 - Go in PERSON to 1110 Chapel Hills Dr, 80920 with:
 - Driver's License (to verify identity)
 - Children(s) birth certificates (to establish one as a parent)
 - Custody documentation if any
 - D20 Proof of residency if your household is in D20, ONLY these documents will work:
 - Warranty Deed, Bill of Sale, Settlement Statement from Closing
 - Current El Paso County Property Tax Notice (Tax record can be accessed [here](#))
 - Current Rental Agreement, or
 - Quarters Assignment Lease
 - If your residency is not in D20, no address verification is needed

****And finally.. under [the orange "HELP" button on the portal log in](#) it mentions an "activation key"**

- ONLY D20 HELP DESK can provide your log on information or create accounts
- Infinite Campus (the software) states to "contact your school" however,
 - the school (TCA) CANNOT provide that,
 - only the D20 Help Desk can, along with instructions for creating an account if needed

****Our local school offices are always ready to assist you, just remember they cannot assist you in portal matters and please refer to the instructions above for faster service.**