Help! It's Not Working!
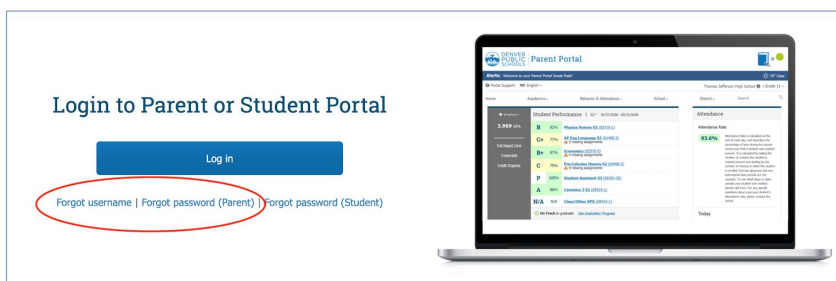# Troubleshooting Schoology for Parents

First, make sure you have your Parent Portal set up. Next, make sure you are logging in through the Parent Portal and accessing Schoology through the apps section of the Parent Portal.

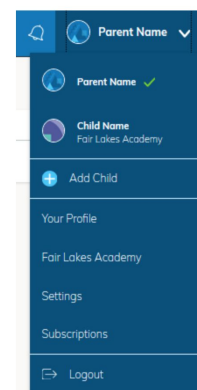If it is still not working, here are some common problems and solutions:

1. **Problem**: I forgot my username/password.
   Solution: Go to https://myportal.dpsk12.org/ as though you were trying to log in, click "Forgot Username" or "Forgot password (Parent)" below where you enter your credentials. Follow the prompts on the screen, be sure to check the email you have registered with Schoology.

2. **Problem**: I can see one of my children, but not all.
   Solution: You *should* be able to see all children associated with you in Schoology even though you only used one student's ID to create your parent portal. To navigate between children, click the arrow in the upper right corner of the screen next to your name. The drop down menu that appears should allow you to see all of your children in Schoology in DPS.

   If you can see one child but not another, common problems include:
   a) One child's school is not using Schoology. (Ask your student if they are using Schoology in classes.)
   b) You are not listed as the parent/guardian for all students. You can contact the school's counselors or registrar to ensure that you are appropriately recorded in Infinite Campus.

3. **Problem**: I am an employee at DPS and I have a student at DPS. I am having trouble logging in to see my student's information and keeping my teacher portal separate.
   Solution: Try logging in to your parent account in one browser (like Firefox) and logging into your teacher/professional account in another browser (like Chrome). This way your computer won't try to automatically log in to one or the other when you don't want it.   (Another option is to view your parent account in an incognito tab.)

4. If you are still experiencing difficulty, call the Technical Support Line at (720) 423-3163. Describe the issue that you are having and ask if they can help identify what is causing the problem. Some helpful information to have ready would be:
   a. Your name, email, & username.
   b. Your student's name and student ID.
   c. A clear description of the issue.
   d. Which browser and operating system you're using.
   e. Screenshots of the issue, if available.

Having all of this information is not required to call technical support, but it may aid in resolving the issue.