

Parent Portal Frequently Asked Questions

Q: How do I set up a Parent Portal account?

A: If your student is new to the district, you must pre-enroll your student at any DPS school or Enrollment Office before you can request a Parent Portal account. If you have a student actively enrolled in a DPS school you can request your Parent Portal account now. You must have an email account to create a Parent Portal account.

1. Go to <https://myportal.dpsk12.org> and click on the “Getting Started” button.
2. Complete the online form on the left-hand side of the page.

Q: How long will it take to get your Parent Portal account?

A: It can take up to 7 business days, depending on the amount of requests submitted.

Q: What can I expect once I submit the online request?

A: If the information on the online form matches the information in the student data system, your account will be processed.

1. You will receive an email with a link to activate your account.
2. You will receive a second email with your username and password.

If the information submitted in the online form does not match the student data system, a Parent Portal team representative will contact you.

Q: Will I be asked to complete any additional steps when I first log in to my Parent Portal account?

A: Yes. You will be asked to complete the following three steps:

1. Select and answer three security questions.
2. Accept the End User License Agreement.
3. Allow the Portal 15 minutes to sync with the student data system.

Q: What if I forgot my username and password?

A: If you have completed the account creation process, go to <https://myportal.dpsk12.org> and click on the “forgot username or forgot password” feature under the log-in boxes. If you have not completed the process, contact the Parent Portal team at dps_portalteam@dpsk12.org or call (720) 423-3163.

Q: If I have my username and password but I am unable to log in, what can I do?

A: Your account has been disabled because of inactivity. Contact the Parent Portal team at dps_portalteam@dpsk12.org or (720) 423-3163.

Q: Who can I contact if I can't log in to the Parent Portal or I am having technical difficulties?

A: Contact the Parent Portal team at dps_portalteam@dpsk12.org or call the Hotline at (720) 423-3163.