

FOCUS Portal Attendance Notes FAQ's

If are having trouble uploading notes in your FOCUS Parent Portal, make sure of the following:

1. The phone app is not working to upload notes. It has to be done on a desktop or on the FOCUS site. (You can do this from your phone. Just open your browser and log into the FOCUS Portal that way.)
2. You must have completed the forms for the student. (Like all the forms we used to send home on the first day of school.) Until that is done, attendance notes can't be uploaded.
3. There are step-by-step instructions on how to upload the notes on the Chiles website under the "Attendance" section. Please make sure to reference those.
4. Students cannot upload notes through their Portal. It must be done through the Parent Portal.

If all that has been done and you still have problems, you can email/call (email preferred) the [Help Desk](#). Please visit their [website](#) for help/tips. Contact the Help Desk at 487-7524 or FocusHelp@leonschools.net for additional assistance.