



Common Parent & School Choice Questions

1) Which browser do I need to use to access my Focus account?

- Google Chrome is the preferred browser but Safari/Firefox will work as well.
- Internet Explorer/Edge IS NOT a supported browser. You will not see drop down fields.
- You may not be able to access the portal from a State of Florida Computer.

2) What is my username?

- Your username is the email address you used when registering for an account.
- Do not create a parent account using a leonschools.net email.

3) How do I (a parent) reset my password?

- Visit the [LCS Parent Portal Page](#). Click on the Forgot Password option or click on the Parents – Forgot Password? on the login screen.
- Enter your email and a link will be sent to you. The password sent will be the OLD password and you will have to create another one.

4) How do I register/add an additional child?

- **Do not create a new parent account.** Creating multiple accounts will cause issues with viewing the student's information. To enroll a new student, log in to your current account and choose the Online Application option from the [Forms](#) menu.
- **If student was screened for PK, enrolled in Family Empowerment Scholarship or Private School to take an EOC or has previously been WITHDRAWN,** email focushelp@leonschools.net for information on adding your child.
- **To add additional children who are currently enrolled,** visit the Parent Portal Page and choose - [I have an Account Registered on the Parent Portal but would like to ADD A CHILD](#). You will need the parent portal letter from the school.

5) How do I know if all my children are listed on my Parent Portal account? What if I do not see my students listed.

- On the Parent Portal student page, all students linked to the Parent's Portal will show on the left.
- Use the online application, if applicable to add additional children. Do not complete online enrollment if student is currently attending school or if you receive a duplicate student message.
- You may need the parent portal letter to add currently enrolled or previously enrolled students, do NOT create a NEW DUPLICATE ENROLLMENT. Email focushelp@leonschools.net if student is not enrolled or contact school registrar if currently enrolled in LCS school including charter to obtain the parent portal letter

6) What happens if I change my email address for the portal or no longer have access to that account?

- Contact focushelp@leonschools.net to change the old account/email address.



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7) Can I access the portal using my mobile device?

- Once you have created your credentials on the portal, please download the free Leon County District Schools FOCUS app for parents and students through the Apple and Android stores. The app is a great supplement to the Focus Portal designed to enable quick and easy access while mobile. This includes your student's grades, attendance, schedule, upcoming assignments, social media links, and district information. In addition, important school notifications can be pushed to the app. Our goal is to keep you in the know - even while you are on the go!
- **The Focus Portal and app use the same login credentials.**
- You can also access the portal using the web browser on your phone as well for more information.
- Some forms require use of a web browser to complete. On the mobile app, turn phone horizontally to see forms that have NOT been completed.
- Use a web browser on your phone or device to access School choice application.

8) When I log in I cannot access my child or the forms?

- All beginning of the year forms must be completed to access information
- Complete the form(s) for each child and click SUBMIT and FINISH for ALL children to gain access.

9) Where is the school choice application?

- On the left side in a browser, open the arrow under the child
- Select School Choice Application 2024
- You **MUST** complete an application for each student requiring school choice
- Make sure to click SAVE or SAVE and PRINT when complete
- School Choice website - <https://www.leonschools.net/Domain/6041>

10) If my child is currently on School Choice and staying at the SAME school, do I need to complete another school choice application?

- **NO** – school choice stays active until student completes school progression.
- Elementary KG through 5, Middle 06 through 08 and High 09 through 12
- Some schools are KG through 08 – only one choice is needed.

11) Can I complete school choice for my PK student? (earlychildhood@leonschools.net)

- **NO**, there is no PK choice – all PK enrollments are handled through the Early Childhood office.

12) How many programs can I choose?

- You can select up to 3 choices for each child.

13) Do I have to complete the choice application early?

- **NO**, school choice is a lottery-based system for ALL students with applications completed by March 1st
- It is not first-come, first-served.
- Lottery will be run in mid-March and notifications sent by end of March.



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14) Who should complete the School Choice Application?

- The primary parent or guardian should complete the application.
- FIT guardians can complete the application as well.
- ONLY complete one application per child.

15) If my child was revoked during the past calendar year, can I complete a new school choice application?

- **NO**, revocation within the past year will cause application to be denied.

16) Do LCS employees have to complete the school choice application?

- **YES**, for employee choice, you must complete the application by March 1st to be considered.
- Complete the application and include work site name for verification of employment.
- Employee **MUST** be parent or legal guardian to use employee choice.
- Charter employees do **NOT** qualify for employee choice.

17) If my child has a sibling attending a school on choice, do I have to complete an application?

- **YES**, you complete the application for **ONLY** the child that is applying for school choice.
- Complete the application and include sibling(s) name and information for verification.

18) What year do I create the application in?

- **All APPLICATIONS are CREATED in CURRENT YEAR.**
- For enrollment in 24-25, the online enrollment and school choice application should be done in current year 23-24.

19) What grade level do I put for my child?

- **CURRENT GRADE LEVEL for this year**
- For incoming KG for 24-25, the grade level should be PK.
- For incoming 6th grader in 24-25, the grade level should be 05.

20) What if I am not seeing the correct schools for the application?

- **The grade level for this year is incorrect.** Email- focushelp@leonschools.net if parent entered incorrectly.
- The student may have been retained last year and as example – in grade 07 for second year. Student will need to complete required courses in order to be promoted to ‘correct’ grade by March 1st. Contact school Assistant Principal or Guidance Counselor.