

**DOUGLAS COUNTY SCHOOL SYSTEM  
STAR PARENT PORTAL USER  
GUIDELINES AND SYSTEM REQUIREMENTS**

Your ***STAR Parent Portal*** account will become active as soon as we receive your signed copy of the Acceptable Use Policy. The login information must be picked up by a parent/guardian at the school. Instructions are available online or a printed copy may be requested at the school.

1. Parents/guardians will have access to the following data about their child:
  - A. Attendance by class period and day– updated daily. Any concerns about attendance information should be directed to the teacher for class period or the school for daily attendance.
  - B. Assignments for current classes – updates will vary from class to class. Parents can expect that grades for an assignment will be posted within one week after that assignment has been turned in. Teachers will need adequate time to grade all of the student work and post the grades. Projects, essays and similar assignments may require more time than a week to grade and post. Any concerns about grades should be directed to the teacher.
  - C. Transcripts (high school only) – updated each semester.
  
2. Parents/guardians must pick up login information, in person, at the school. Proper identification showing that access to the student’s information is allowed will be required at the time of receipt of log in information. The signed STAR Parent Portal Acceptable Use Policy form must be turned in at that time.
  
3. Parents/guardians will not share this password with anyone, including their child, and will not set their browsers to auto login to the ***STAR Parent Portal***.
  
5. System recommendations for home computers are as follows:
  - A. Internet connection – 56K modem speed or greater (broadband service recommended).
  - B. Browser – Internet Explorer 7, AOL, Firefox, and Netscape are supported
  - C. Monitor – at least 800 x 600 resolution.
  
6. Security features. Three unsuccessful login attempts will disable your account for a period of 24 hours. If you find that you are locked out you may also contact your student’s school to have the account reset.
  
7. Technical assistance is available by emailing [portal@douglas.k12.ga.us](mailto:portal@douglas.k12.ga.us)