



# APS Mobile App Frequently Asked Questions

## ***How much does the APS Mobile App cost to download?***

The APS Mobile App is free to download!

## ***How do I install the APS Mobile App?***

*Android Device:*

1. Visit the Google Play Store
2. Search for "Atlanta Public Schools"
3. Follow the directions on the screen to install app

*Apple Device:*

1. Visit the Apple App Store
2. Search for "Atlanta Public Schools"
3. Follow the directions on the screen to install app

## ***What are the features of the APS Mobile App?***

*Without a Student Info login:*

- Keep up with the latest district and school news, social media, and information
- Access your school calendar and add events to your devices calendar
- Easy access to district and school contacts
- Receive important push notifications from the district and schools you are following

*With a Student Info login:*

- View student schedule
- Check student grades and set grade alert notifications
- Access student bus information – bus stop, pick up, and drop off times
- See cafeteria balance and set balance alerts
- Review library balance and books checked out
- Receive push notifications specific to you and your student

## ***How do I log into the APS Mobile App to see my student's information?***

To access student information you must first have your APS Infinite Campus Parent Portal account set up with an active email address. Within a few days of setting up Parent Portal account you will receive an email notification with a temporary password for the APS Mobile App. Your APS Mobile App username will be the same



# APS Mobile App Frequently Asked Questions

username you established in Parent Portal. Once you have your username and temporary password:

1. Open your APS Mobile App
2. Select the Student Info icon
3. Enter your username
4. Enter your temporary password

You should now see new icons within your app, an icon with your name and an icon with your student's name. Select the icon with your student's name to view student's information.

## ***How do I change my APS Mobile App temporary password in the app?***

1. Open your APS Mobile App
2. Select the icon with your name
3. Select Change Password
4. Enter the temporary password provided in the space labeled Current Password
5. Enter your New Password
6. Enter to Confirm New Password
7. Select Save New Password

Passwords must be at least 6 characters long.

## ***What if I cannot remember my APS Mobile App Password?***

1. Open your APS Mobile App
2. Select the Student Info icon
3. Click "Forgot Password?"
4. Enter your username in the Login ID field
5. Click "Send Email"
6. A new temporary password will be sent to you via the email address in your Infinite Campus Parent Portal account.

## ***What if I cannot remember my APS Mobile App Username?***

The APS Mobile App username is the same username you created when setting up your Infinite Campus Parent Portal account. If you do not remember your Parent Portal username go to the Parent Portal Login page and select the "Forgot Your Username?" link to have an email sent to you that contains your username.

***How do I change my APS Mobile App password?***

1. Open your APS Mobile App
2. Select the icon with your name
3. Select Change Password
4. Enter Current Password
5. Enter your New Password
6. Enter to Confirm New Password
7. Select Save New Password

Passwords must be at least 6 characters long.

***How do I create an Infinite Campus Parent Portal account?***

*First Time Account Creation with an Activation Key:*

1. Go to the Parent Portal Login Page  
<https://ic.apsk12.org/campus/portal/atlanta.jsp>
2. Select the "If you have been assigned a Campus Portal Activation Key, click here" option.
3. Another screen will display >> Activating you Campus Portal Account.
4. Enter the Activation Key assigned to you. Once the Activation Key has been used to create an account, it cannot be used again.
5. Click the "Submit" button. The Activation Key will be verified, and when approved, a screen will prompt you to create a username and password.

User Name: Use an alphanumeric (both letters and numbers) username.

Password: Use an alphanumeric password. Passwords should be at least 6 characters long. If system preferences have been sent to require a Strong Password, it must meet three of the four qualifications:

- A lower case letter (a, j, r, etc.)
  - An upper case letter (A, J, R, etc.)
  - A number (3, 7, 1, etc.)
  - A symbol (@, %, &, etc.)
6. Re-enter the password in the Verify Password field.
  7. Click the Create Account button.

*First Time Account Creation without an Activation Key:*

*Option 1: Request Activation Key Online:*

1. Go the Portal Activation Key Lookup page  
[https://ic.apsk12.org/K12\\_Custom/cparent/index\\_v2.jsp](https://ic.apsk12.org/K12_Custom/cparent/index_v2.jsp)



## APS Mobile App Frequently Asked Questions

2. Enter Student Number – the student number can be found on your student’s report card or transcript
3. Enter student’s Social Security Number (SSN) – if you did not provide your student’s SSN at registration, please contact the school’s main office during open school hours to get your student’s assigned SSN-like number. This number cannot be provided over the phone. You will need to present a valid photo ID at your student’s assigned school.
4. Enter student’s birthdate
5. Click submit.

Option 2: Visit student’s school to request Activation Key and present a valid photo ID. The Parent Portal Activation Key cannot be provided over the phone.

Once you have received your Activation Key follow steps 1-7 under “First Time Account Creation with an Activation Key”

### ***How do I reset my Parent Portal account password?***

On the Parent Portal Login page select the “Forgot Your Username?” link to have a unique URL sent to your email. Follow the password reset process provided.

### ***What if I forgot my Infinite Campus Parent Portal username?***

On the Parent Portal Login page select the “Forgot Your Username?” link to have an email sent to you that contains your username.

### ***What do I do if I have not received the email with my password to log into the APS Mobile App?***

- Verify that you have the correct email address entered in your APS Infinite Campus Parent Portal account.
- Check your spam folder for emails from [noreply@atlanta.parentlink.net](mailto:noreply@atlanta.parentlink.net) for new accounts or [noreply@parentlink.net](mailto:noreply@parentlink.net) if you forgot your password and reset it.
- Contact 404.802.Link or email [APSMobileApp@atlanta.k12.ga.us](mailto:APSMobileApp@atlanta.k12.ga.us) to verify your account has been processed.

### ***How do I update my email address?***

Log into your APS Infinite Campus Parent Portal account to update or add your email address.

# APS Mobile App

## Frequently Asked Questions

### ***Why does access to Student Info within the APS Mobile App take an extra day?***

This process runs nightly, so changes made to your account will not show up in your app until the next day.

### ***What should I do if I still cannot get access to the APS Mobile App?***

- After creating your Parent Portal account, processing of new APS Mobile App account requests can sometimes take up to a week.
- Is your student still enrolled at Atlanta Public Schools? Accounts are automatically disabled when your student leaves the district.
- Call 404.802.Link or email [APSMobileAPP@atlanta.k12.ga.us](mailto:APSMobileAPP@atlanta.k12.ga.us) to verify that your account has been processed.

### ***What if I have more than one student enrolled at APS? Will I be able to see information on all of my students in the APS Mobile App?***

Yes, you will be able to see all of your APS students. After you log into the Student Info portion of the APS Mobile App your app will display an icon for each student with their name.

### ***Why did I receive multiple emails with my temporary password for the APS Mobile App?***

If you have more than one student enrolled at APS you will receive an email from each school.

### ***What information on my student will I be able to see in the APS Mobile App?***

Initially, you will be able to see your student's:

- Class schedule – shows the class subject and teacher
- Grades – under class schedule you will also be able to see your students current grade in each class
- Cafeteria Balance – shows you the current account balance
- Library – displays any funds owed and shows current books checked out
- Bus Info – shows pick up and drop off times and location of bus stop



# APS Mobile App Frequently Asked Questions

## ***I am an APS student, can I log in and see my information in the APS Mobile App?***

If you are a student, you will not be able to log in at this time. You will be notified through your school when this feature becomes available.

## ***I am a grandparent of an APS student, can I log into the APS Mobile App to see information on my grandchild?***

If you have custodial or parental rights and have created your APS Infinite Campus Parent Portal account you will be able to log into the APS Mobile App to see student information.

## ***Why can I only view my information and not my spouses or other guardians of student?***

When you log into the APS Mobile App you will see guardians listed for each student, but you will only see detailed information for the parent or guardian who is logged in.

## ***What if my information (telephone number, address, email, etc.) is incorrect?***

If any of the information is incorrect, contact your student's school and follow the school's procedures for changing your contact information. Phone numbers and email addresses can be updated by logging into your Parent Portal account.

## ***Why do I not see my student's grades?***

Grades are entered into Infinite Campus by your student's school. The APS Mobile App is updated nightly with new data entered. If your student's grades are not showing in the app, check with your student's school.

## ***Who should I contact if my student's bus information is not showing or is showing incorrectly?***

Check with your student's school to verify your student's information is correctly entered into the system. If everything is correct at the school level you can call the Transportation Call Center at 404.802.5500 or email [transissues@atlanta.k12.ga.us](mailto:transissues@atlanta.k12.ga.us)

PLEASE NOTE: Bus pick-up and drop-off times are approximate. Route times are affected by changes in traffic patterns and ridership. All bus schedules are subject to change during the school year. Updated bus routes available each Friday; updates will take affect the following Monday. Please check your student's bus route weekly for updates.



# APS Mobile App Frequently Asked Questions

## ***My student has an obligation for a library book. How do I remove the obligation?***

To clear the obligation contact your student's school.

## ***How do I change the language of my APS Mobile App?***

The APS Mobile App has 65 languages to choose from. Open your app, select the Settings icon, go to Select Language and choose a language.

## ***The APS Mobile App is not working correctly. What should I do?***

Try updating the app or deleting it and reinstalling it. If the issue is still not resolved call 404.802.Link

## ***What should I do if I click an icon within the APS Mobile App and no information appears?***

Have you selected your preferences for that module? If not, try clicking the "gear" icon in the top, right-hand corner and make your selections from there. When you are finished, click the "done" button in the top left-hand corner to go back into the main section of that module, and click the "home" button to go back into the app and select a new module.

## ***What should I do if I click an icon within the APS Mobile App and the "spinning wheel" just keeps spinning?***

Have you changed the language of the app? If you have set the language of the app to a language other than English, you may experience a delay while it translates.

The APS Mobile App server may be experiencing a heavy volume and could be running slowly. Wait a bit and try again.

## ***What devices is the APS Mobile App compatible with?***

The APS Mobile App is available with any Apple or Android device that has an operating system of:

- Apple: iOS 8+
- Android 5.0+