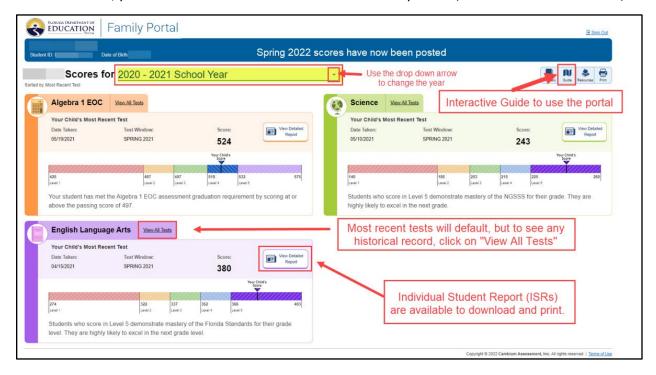
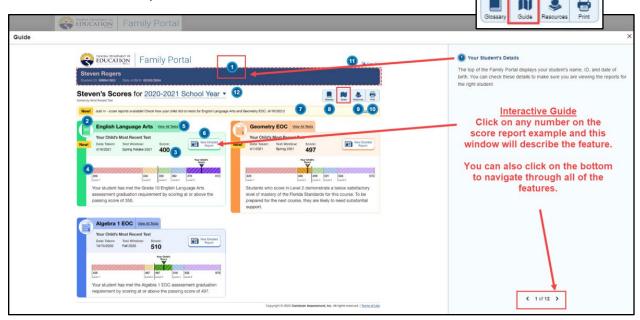
Family Portal Home Screen

• If your child participated in a state assessment beginning with the Spring 2021 administration forward, you will be able to view test records in the Family Portal (select 2020–2021 School Year).



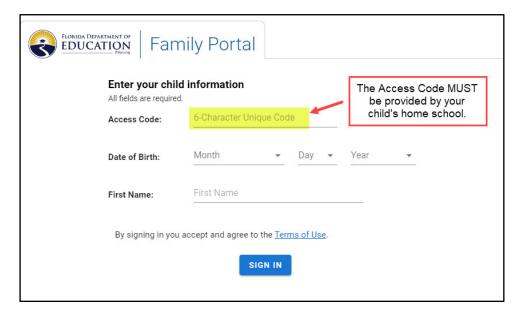
Family Portal Interactive Guide

In the upper right, locate the icon "Guide," which will display an interactive guide to help you learn about the various Family Portal features.



Troubleshooting for Families

- As a parent I do not have SIS Parent Gateway access, what do I do? Reach out to your enrolled school to ask for the SIS Gateway Manager to provide you with the Pin Code and directions for Gateway access. Parent Gateway access must come from the child's school, not the District.
- I am clicking on the logo in the Parent Gateway and it is not logging me in to the Family Portal, what do I do? Contact your child's school to request they put in a Service Request with the District Assessment office.
- Is there another way to access the state Family Portal? Yes. However, you will need to have your child's unique 6-digit access code that may only be provided by the home school.
 - o Go to Florida's Assessment Portal: https://fsassessments.org/fsa.html
 - Click on "Students & Families"
 - Locate the Family Portal tile
 - Or use the direct link: https://fl-familyportal.cambiumast.com/



- What do I do if I am having issues with my child's access code working in the Family Portal?
 Contact the school that provided the access code to put in a Service Request with the District Assessment office.
- What do I do if I am having technical difficulty with the state Family Portal?
 - o Call the Florida Help Desk Toll-Free Phone Support: 866-815-7246
 - o Email Support: FloridaHelpDesk@CambiumAssessment.com
 - Please note: the Florida Help Desk will not provide access codes.