Troubleshooting the Family Portal for District Schools

- **What if a parent does not have SIS Parent Gateway access?** There is someone in your school identified as the *SIS Gateway Manager* who can provide families with the pin code information for Gateway access. Parent Gateway access must come from the child's school, not the District.

- **The parent is clicking on the logo in the Parent Gateway and it is not logging them in to the Family Portal, what do we do?**
  1. The school should put in a Service Request with the District Assessment office. This will allow us to verify the Access Code in TIDE compared to the Access Code in SIS to fix the issue. If a school resets the Access Code in TIDE, this will not update SIS and will cause a discrepancy and error for the parent. The SR will help us resolve issues in the future.
  2. If you have access to SIS, look on the Classified tab under the FLEID for the Access Code to provide to the parent to try direct access to the Family Portal.
     a. Direct access steps can be found below AND are included in the Troubleshooting for Families page of the *Family Portal Directions for Families* document.

- **The family has left the district and no longer has access to the SIS Parent Gateway. How do they get access to the Family Portal?**
  1. If the parent/child is still in Florida and you have access to SIS, look on the Classified tab under the FLEID for the Access Code to provide for the parent to try direct access.
  2. If the parent has left Florida, you will need to download the Individual Student Report (ISR) from Pearson to share with the family. Their new school will also need to request a transcript.

- **How does a parent get to the Portal with Direct Access?** The school will need to verify the parent has the correct Access Code and/or confirm their identity to provide the unique 6-digit Access Code for the parent to login directly. There are two ways to login directly:
  1. Go to the Florida Statewide Assessments Portal **https://fsassessments.org/fsa.html**
     ▪ Click on "Students & Families"
     ▪ Locate the Family Portal tile
  2. Or the direct link: **https://fl-familyportal.cambiumast.com/**

- **What if a parent is logging in to the portal directly and is having issues with their child's Access Code working?**
  - The school should verify the Access Code the parent is putting into the Portal. The Access Code may be found on the Classified tab of SIS and on the student profile in TIDE.
  - If no one has access to verify the Access Code in SIS or TIDE, the school should put in a Service Request (SR) with Assessment.
  - If the school verified the Access Code the parent is putting in the portal and it is still not working, the school should put in a Service Request (SR) with Assessment.
  - If we are unable to resolve the Service Request (SR), we will direct the school to have the parent contact the state Help Desk listed below.

- **What if the parent is having technical difficulty with the state Family Portal?**
  - Call the Florida Help Desk Toll-Free Phone Support: 866-815-7246
  - Email Support: FloridaHelpDesk@CambiumAssessment.com
    - Please note: the Help Desk will not provide access codes.

- **How do I put in a Service Request (SR) with Assessment for help with Access Codes?**
  - Go to the District Portal, locate and open the "eSupport" tile.
  - From the eSupport Dashboard, click on the 3 horizontal lines in the upper left.
  - Click on "Service Catalog" and type "assessment" in the search window.
  - Click on "Student Assessment and Accountability," then click submit request.
  - Fill out all of the required information and allow 2–3 days to resolve the request.

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Service Request

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