



FLORIDA DEPARTMENT OF
EDUCATION
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Family Portal FAQ Document

2022 – 2023

For District Use Only

Updated September 30, 2022

1. Which results are available on the Family Portal?

- a. FSA and NGSSS assessments
- b. FAST assessments
- c. FAST VPK-2 STAR assessments

2. How are the results displayed on the Family Portal?

The Family Portal displays the student’s most recent test results on the homepage. Families can select “View All Tests” to view all their student’s test results. Families can also view their student’s Individual Student Report (ISR) for most assessments.

3. When are results available for FSA and NGSSS assessments on the Family Portal site?

For Fall 2022, FSA and NGSSS results will be available on the Family Portal site a few weeks after they have been released in PearsonAccess Next Reporting.

4. When will results for FAST assessments be available on the Family Portal site?

FAST Assessment results released in the Florida Reporting System for PM1 will be available in October 2022. For PM2 and PM3, results will be available sooner in the Family Portal site. FDOE will send an official email when results are released.

Note: Individual Student Report PDFs will be made available on the Family Portal site starting with PM2.

5. When will results for the FAST VPK-2 STAR assessments be available on the Family Portal?

FAST VPK-2 STAR assessments will be available on the Family Portal site in the 4th quarter of 2022.

Note: Individual Student Report PDFs are currently not available on the Family Portal site.

6. How do Student Access Codes work?

Student Access Codes allow students and their families access to view their results on the Family Portal. Each student uploaded into the Test Information Distribution Engine (TIDE) will have an access code provided to them by a DAC, SAC, PSA, and/or SA, even if they do not have any posted test results. Once an access code is generated in TIDE, the school or district user can send the information to families using the **Email Student Access Codes** feature or through another method determined locally.

7. What happens if a student moves to a new school district?

If a student moves to a new school district, their Student Access Code does not change and moves with them. The student’s previous school district will no longer have access to his or her access code.

8. Do Student Access Codes expire?

Student Access Codes will remain the same unless a student’s access code is purposely reset or a student is deleted from TIDE. If a student is deleted from TIDE, a new Student Access Code will be generated when they are uploaded to TIDE again. Please note that each time a

new access code is generated, the Student Access Code must be shared with families.

9. Will Student Access Codes change for FAST Assessments?

Student Access Codes are assigned by student not by assessment; therefore, student access codes will not change for each assessment. Unless a student is deleted or their access code reset in TIDE, it will remain unchanged.

10. How will I get Student Access Codes for VPK-2 students?

CAI will import the students attending VPK-2 public schools into TIDE. The school or district user will be able to generate the access codes as they normally do for FSA or FAST.

Student access codes will be available in TIDE in the 4th quarter of 2022 prior to the release of the VPK-2 results in Family Portal.

11. What methods can districts/schools use to provide Student Access Codes to families?

CAI offers two options for providing Student Access Codes:

- Using the TIDE Family Portal function and email template.
- SIS integration with the Family Portal so that parents/guardians who are already logged in to their local SIS can bypass the Family Portal login process and move directly to the Family Portal. Contact the Florida Help Desk for documentation.

After users have shared their information with their SIS provider, CAI is happy to offer additional assistance. Note that CAI is considering SSO integration as a future option.

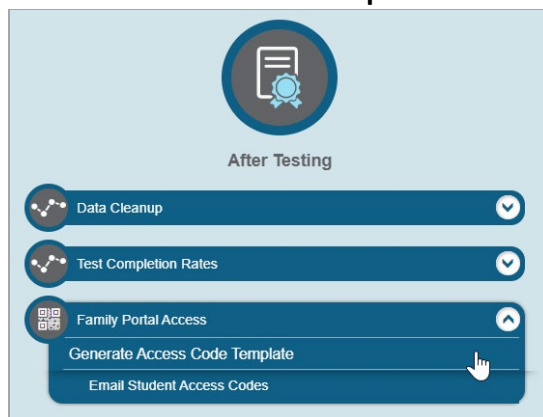
You may refer to the [Auto-Login Integration document](#) for more information.

12. How do I download Student Access Codes via TIDE?

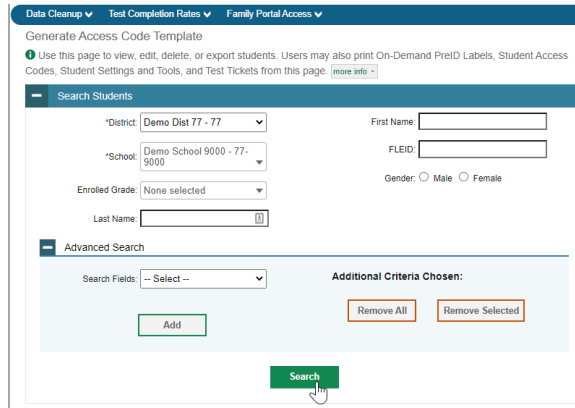
To download Student Access Codes using TIDE, follow the instructions below.

Note: When downloading access codes for more than 100,000 students, the file must be downloaded in increments. In this case, follow the same steps listed below, but select fewer grades to download at a time. For example, download grades 3-5, 6-8, 9-12, & 30.

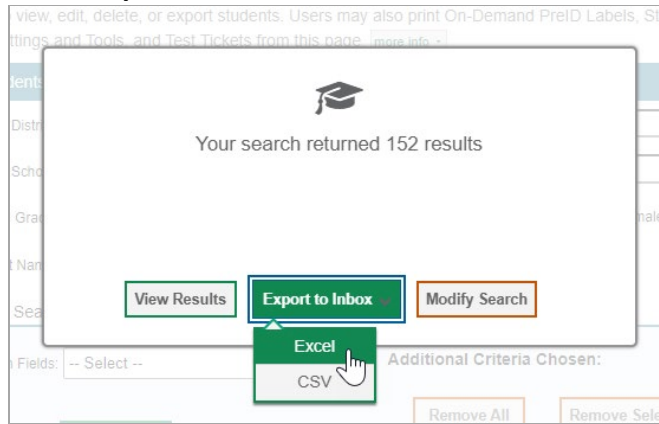
- Once on the TIDE homepage, select **After Testing**, then **Family Portal Access**, then **Generate Access Code Template**.



- From there, select **district**, **school**, etc. Once you enter the requested information, press **search**. The number of results available will appear.



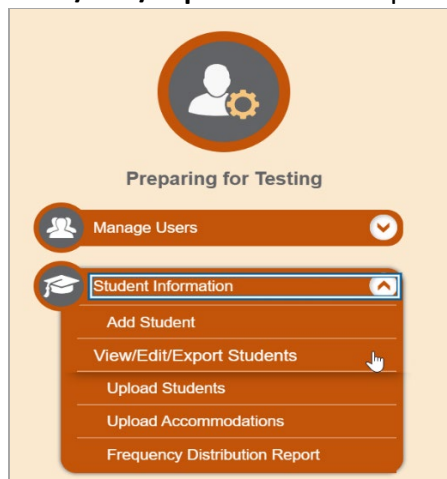
- Select **Export to Inbox**, select **Excel**, and the file will appear in the **TIDE Inbox**.



13. What is the process when a Student Access Code needs to be changed?

Student Access Codes can be reset in the TIDE user interface with the following steps. Please note, this function is available only on an individual student basis.

- On the **Preparing for Testing > Student Information** task, navigate to the **View/Edit/Export Students** option.



- On the **View/Edit/Export Students** page, complete the fields to find the student for whom the user needs to reset a Student Access Code. Click **Search**.

- Select the pencil icon to view an individual student. The Student Access Code will appear under the **Student Demographics** section.

Edit	School Information		Student Information					
	District	School	Enrolled Grade	Last Name	First Name	Middle Initial	FLEID	Birth Date (MMDDYYYY)
	77	77-9004	11	Spring22Mock0408	ARet22		FL202200200408	07022004

- To reset a Student Access Code, click the **Reset** button next to the **Student Access Code** field. A new access code will appear in the field.

14. How can the Help Desk assist with Student Access Code issues?

Help Desk agents offer technical assistance navigating TIDE or the Family Portal. However, Help Desk agents cannot provide access codes via email or telephone. Therefore, parents and guardians will be directed to their school for their access code.

15. Who is the Cambium Assessment contact if districts have questions?

Districts should email the CAI Help Desk. At FDOE, districts can send their questions to Qian Liu, and Qian can work directly with CAI.

16. Is there a Family Portal User Guide?

An interactive guide is embedded on the Family Portal. The guide is located at the top-left of the landing page that appears upon login.

17. Is there a limit on the number of login attempts?

After 3 failed attempts, the system will time out and the user has to wait 2 minutes to try logging in again.

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Descriptions of the operation of the Test Information Distribution Engine, Test Delivery System, and related systems are property of Cambium Assessment, Inc. (CAI) and are used with the permission of CAI.

