

# Working with The Family Portal Access Codes

## Family Portal User Guide

2022-2023

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## Working with Family Portal Access Codes

The Family Portal allows families to view student test results. To access the Family Portal, each family needs an Access Code that is unique to their child. Access Codes are stored in the Test Information Distribution Engine (TIDE). District Test Coordinators and School Test Coordinators may retrieve these codes from TIDE and communicate them to families. Test coordinators can also access the *Family Portal: Overview and How to Get Access Codes* training module on the DeSSA portal for additional guidance.

### What Information Can Parents Find on the Family Portal?

The Family Portal includes the following information:

- A student's individual score report (ISR) with interpretive guides that can be downloaded and printed
- A glossary of assessment terms
- A list of frequently asked questions (FAQs) with answers
- Performance levels and explanations of what they mean

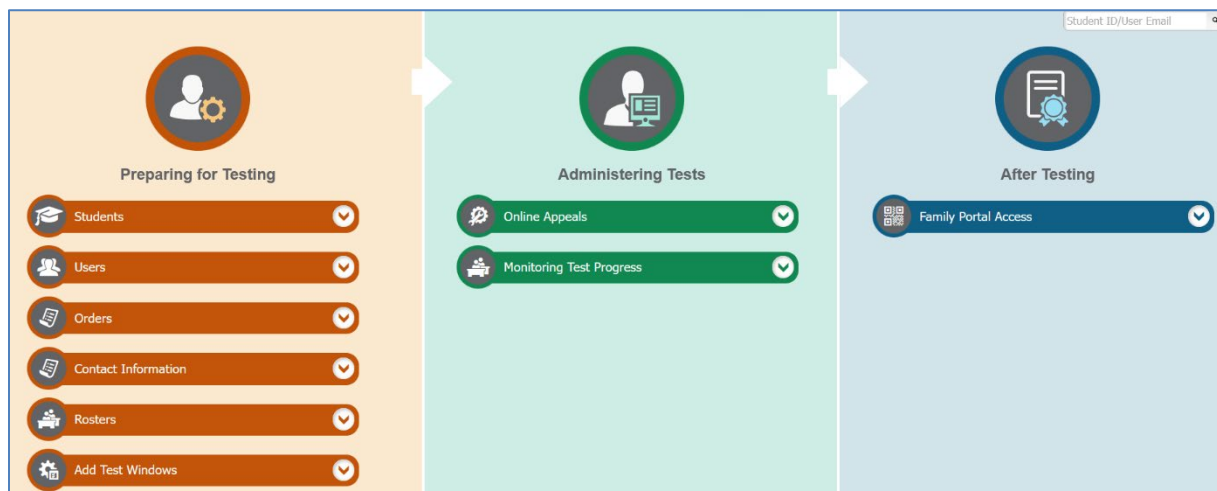
### How Can Parents Access the Family Portal?

Parents and guardians can access the Family Portal in one of three ways:

1. by visiting the state assessment portal at <https://de-familyportal.cambiumast.com/#/home> and entering a unique Access Code along with their child's date of birth and first name;
2. by clicking a time-limited link in an email sent to parents that will enable them to retrieve their child's unique Access Code, which can then be entered at the URL shown in step 1.
3. NOTE: Family Portal Access Codes are unique to each student. The same access code will be used each year by families to access ELA and Mathematics test results through the Family Portal.

## How to Retrieve Family Portal Access Codes in TIDE and Communicate Codes to Families

There are multiple ways in which TIDE users can retrieve Family Portal Access Codes from TIDE and communicate those codes to families.



- TIDE users can view Family Portal Access Codes for individual students from the **View/Edit/Export Students** page and then communicate them to families using whatever secure means of communication their school or district already has in place.
- TIDE users can print Family Portal Access Codes for the students in a roster and then send a unique code home with each student.
- TIDE users can visit the **Generate Access Code Template** page under the **Family Portal** task menu to create an Excel (.xlsx) file containing Family Portal Access Codes for multiple students; they can then add an email address for each student's family and send the code to each family through TIDE. Details on navigating the Family Portal task menu are addressed in later sections.


### How to View Access Codes for Individual Students and Send via Secure Communication

The process for viewing and securely communicating Access Codes involves five steps:

1. From the **Students** task menu on the TIDE dashboard, authorized users can select the **View/Edit/Export Students** page.
2. Enter the search criteria.
3. Select **Search** to open the search results pop-up window.
4. Select **View Results**. The search results grid displays Access Codes for any student who matches the search criteria. You may have to scroll to the right to view a student's Access Code.
5. To send an Access Code to a student's family, use whatever secure means of communication the school or district already has in place.

## How to Print Access Codes and Send Cards Home with Students

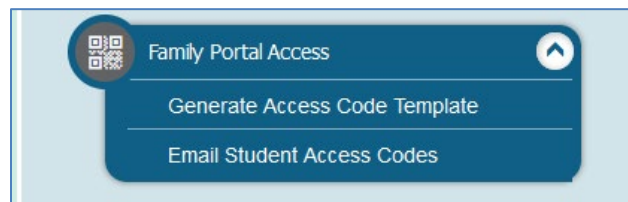
The following 12 steps show the process for printing Access Codes and sending cards home with students:

1. From the **Rosters** task menu on the TIDE dashboard, select **View Rosters**. The **View Rosters** page appears.
2. Enter your search criteria.
3. Select **Search** to open the search results pop-up window.
4. Select **View Results**. The search results grid appears, displaying rosters that match the search criteria.
5. Choose one of the following options:
  - To print Access Codes for **all** rosters in the search results, mark the checkbox at the top of the search results grid.
  - To print Access Codes for **selected** rosters, mark the checkboxes for those rosters only.
6. Select  and then select **Access Codes**.
7. In the browser window that opens, verify that **Access Codes** is selected in the *Print Options* section.
8. Select an Access Code Layout.
9. Select **Print**. Your browser will download the generated PDF.
10. Print the PDF, on which each code is formatted as an individual card.
11. Cut up the PDF into separate cards.
12. Distribute the cards to students to take home to their families.

## How to Email Access Codes via TIDE

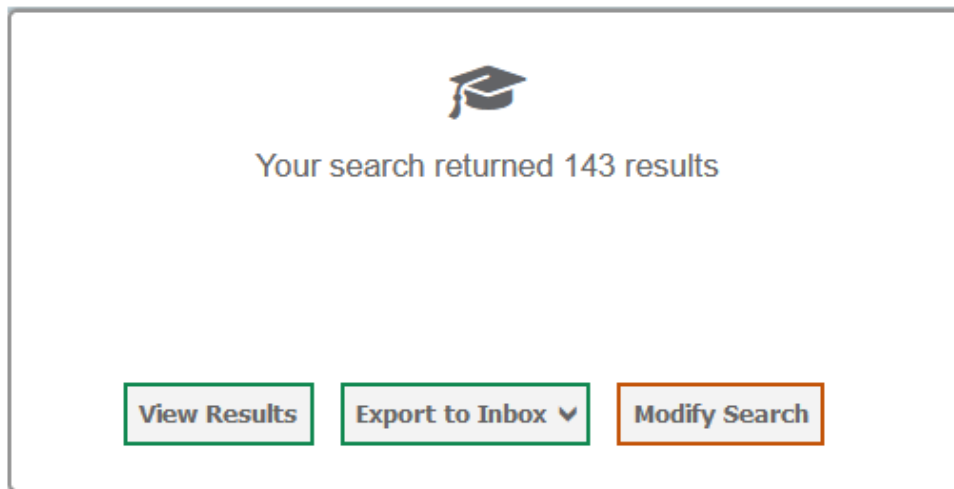
The following 16 steps show the process for emailing Access Codes via TIDE:

1. From the **Family Portal Access** task menu on the TIDE dashboard, select **Generate Access Code Template** to open the **Generate Access Code Template** page.



2. Enter your search criteria.

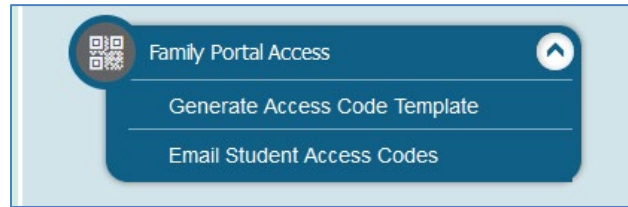
3. Select **Search** to open the search results pop-up window.



4. Select **View Results**. The search results grid will then display Access Codes for any student matching the search criteria.
5. *Optional:* If you want to create an Excel file that includes results only for selected students, mark the checkboxes next to those students' names.
6. Select **Download Student Access Codes**, and then choose one of the following options:
  - To export data for all students in the search results, select **Export All to Excel**.
  - To export data for selected students only, select **Export My Selected to Excel**.
7. The template then downloads to your computer. Open it and, in the *Send Access Code to This Email Address* column for each student, enter the email address of the person you wish to receive the student's Access Code.

Last Name	First Name	SSID	Birth Date (MMDDYYYY)	Student's Access Code	Send Access Code to This Email
Ward	John	9999998150	10262001	akyz3d	<a href="mailto:testemail@gmail.com">testemail@gmail.com</a>
Walker	Donald	9999998164	10262001	t2ibvg	<a href="mailto:testemail@gmail.com">testemail@gmail.com</a>
Tilley	Adam	9999998188	10262001	341ab8	<a href="mailto:testemail@gmail.com">testemail@gmail.com</a>

8. *Optional:* To send a student's Access Code to more than one recipient, duplicate that student's row in the template and enter another email address.
9. Save and close the template.
10. From the **Family Portal Access** task menu on the TIDE dashboard, select **Email Student Access Codes**.



11. Then select **Browse**, locate the file on your computer, and select **Open** to add the file to TIDE.

12. Select **Next** to open the *Preview* page.

13. Verify that the information is correct and select **Next** to open the *Validate* page.

14. Choose one of the following options:

- To copy yourself on emails sent to families, select **Yes** in the *CC me on the access code emails* field.
- If you do not want to receive these emails, select **No**.
  - The CC option is available only when fewer than 50 records are included in the upload file.

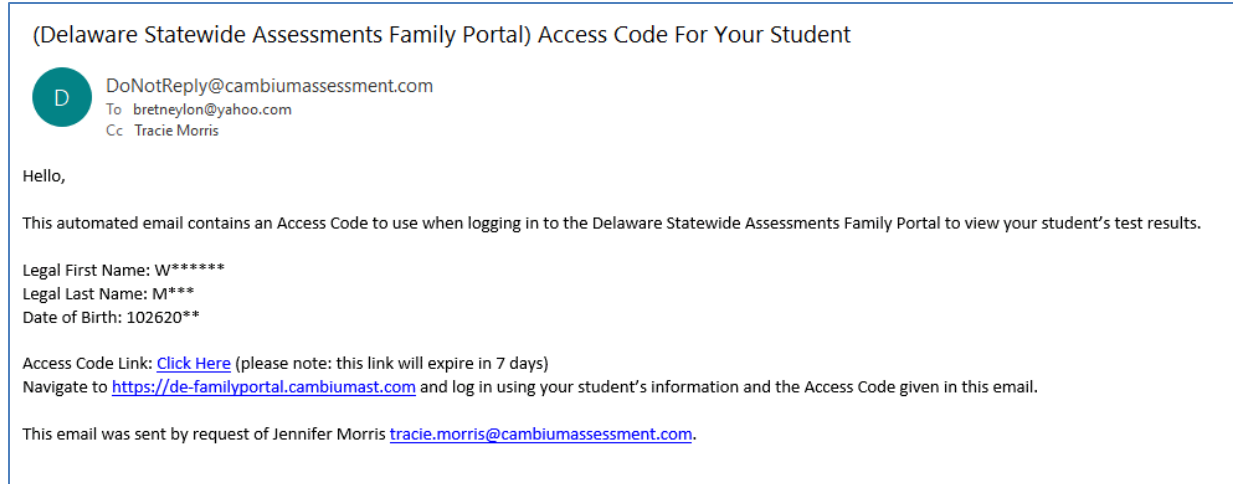
The screenshot shows the 'Email Student Access Codes' interface. At the top, there are navigation tabs: 'Preparing for Testing', 'Administering Tests', and 'After Testing'. Below these are menu items: 'Manage Users', 'Student Information', 'Orders', and 'Rosters'. A search bar labeled 'FLEID or User Email' is on the right. A progress bar indicates four steps: 1. Upload, 2. Preview, 3. Validate, and 4. Confirmation. A 'Download Validation Report' button is visible. The current step is 'Step 3: Validate'. Below this, there is a radio button selection: '\*CC me on the access codes emails:  Yes  No'. A large box contains the following text: '2 record(s) will be committed. 0 record(s) will be excluded. Your file has no errors. Click **Continue with Upload** to continue the upload process.' At the bottom, there are three buttons: 'Continue with Upload', 'Upload Revised File', and 'Cancel'.

15. Select **Continue with Upload**. The file is then uploaded to TIDE and emails are sent to the recipients listed in the Excel file.

16. *Optional*: To upload another file, select **Upload New File**.

The screenshot shows the 'Email Student Access Codes' interface at the 'Confirmation' step. The navigation and menu items are the same as in the previous screenshot. The progress bar shows step 4, 'Confirmation', as the active step. The text in the main area reads: 'Step 4: Confirmation' followed by 'Results: 2 records are committed.' At the bottom, there is a single button labeled 'Upload New File'.

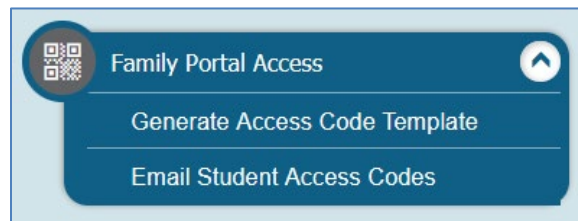
Emails transmitted via TIDE will contain links to a website where families can retrieve their unique Access Codes. Each link will expire after seven days. If a link expires, the family will need to request a new link, and a new email will need to be generated using the same process described above. See below for an example of the email notification families will receive when test coordinators use TIDE to email access codes to families.



## Retrieving Login Data from TIDE

The Test Information Distribution Engine (TIDE), CAI's student and user registration system, allows authorized users to conveniently export all the required Family Portal login data in a single spreadsheet. The process for retrieving login data from TIDE is as follows:

1. To obtain the login data, select the **Generate Access Code Template** task on the TIDE dashboard.



2. On the **Generate Access Code Template** page, search for the students whose login data should be exported. You can search for students by their institution, grade level, and other, more-specific criteria.

Family Portal Access

Generate Access Code Template

Use this page to view, edit, or export students. [more info](#)

Search Student

\*District: DeSSA Demo District - 19†

\*School: All selected (6)

Secure Student Identifier:

Legal First Name:

Legal Last Name:

Gender:  Male  Female

Enrolled Grade:

Include Inactive Students:  No  Yes

Advanced Search

Search Fields:

Additional Criteria Chosen:



3. Select the required students from the search results and download their Access Codes to Microsoft Excel. You can also choose to download the Access Codes for all names returned in the search results.

The screenshot shows the 'Family Portal Access' interface. At the top, there are navigation tabs for 'Preparing for Testing', 'Administering Tests', and 'After Testing'. Below the navigation, there is a 'Generate Access Code Template' section with a 'Search Student' button. A red box highlights the 'Download Student Access Codes' button. Below this, there is a table with columns for 'Edit', 'School Information', and 'Student Information'. The table contains two rows of student data.

Edit	School Information		Student Information				
	District	School IRN	Secure Student Identifier	Legal First Name	Legal Last Name	Date of Birth	Portal Access Code
<input type="checkbox"/>	195	1001	9999998171	Abram	Bohn	10262001	ce738d
<input type="checkbox"/>	195	1001	9999998188	Adam	Tilley	10262001	341ab8

## User Support

For additional information and assistance in using the Centralized Reporting System, contact the DeSSA Helpdesk.

The Helpdesk is open 6:30 a.m. to 6:30 p.m. ET (except holidays or as otherwise indicated on the DeSSA portal).

**DeSSA Helpdesk**

**Toll-Free Phone Support: 877.560.8331**

**Email Support: [DeSSAHelpDesk@cambiumassessment.com](mailto:DeSSAHelpDesk@cambiumassessment.com)**

Please provide the Helpdesk with a detailed description of your problem, as well as the following:

- If the issue pertains to a student, provide the student's SSID and associated district or school. Do not provide the student's name.
- If the issue pertains to a Test Information Distribution Engine (TIDE) user, provide the user's full name and email address.
- Any error messages and codes that appeared, if applicable.

Operating system and browser information, including version numbers (for example, Windows 11 (21H2) and Firefox 87 or macOS 12.3 and Safari 13).

## Change Log

Throughout	New document for 2022–2023 school year	6/10/2022