Tips

Assisting Parents with Issues Signing In

Check whether the parent is using the Portal on a computer or the Dadeschools Mobile App on their phone. (Make sure they are **not** creating a Community account!)

If the parent is trying to sign in using the Mobile App, confirm they have the most recent version of the app from the Apple App Store or Google Play Store.
Tip: If the app indicates "Update" on the store, then they are on an older version which needs to be updated.
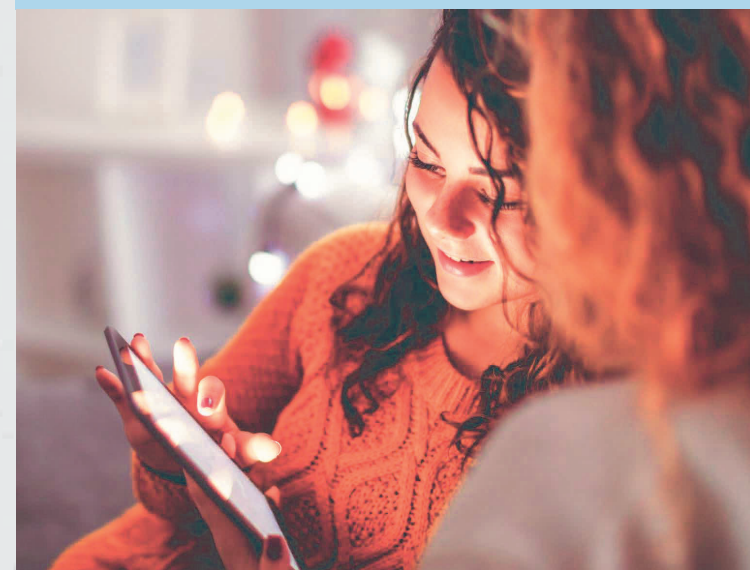
Check whether they are signing in using an existing 'P' account or their Apple ID or Google ID.
Tip: DO NOT have the parent create a Community account. This will encumber their email address and not allow them to create another Poral account using the same email address.

Parents will be able to log in using their former 'P' account number until

January 15, 2024.

It is strongly recommended for parents to transition to signing in using their Apple ID's email address or their Google ID's email address before January 15, 2024.

Tips

Assisting Parents with Issues Adding Children

Parents are no longer required to wait overnight to add their students and can do so immediately upon signing into the Dadeschools Mobile App or Portal.

! Make sure the parent did not create a Community account and is trying to add their child(ren) to a Community account. If they did, you will need to submit an ISM Incident requesting the Community account be deleted.

✓ Confirm the parent has the correct Parent PIN. The Parent PIN is found on the PF8 screen in DSIS. Each student has a unique, 6-digit PIN containing numbers only.
Note: We have modified FM-7052 (Parent PIN Identification) to include the fields that parents need to create their accounts.

ⓘ Verify that the parent enters information that __matches__ that in DSIS.
A common error is that parents enter the *city* of birth, instead of the **country** of birth. If the parent enters information different than what is in DSIS, they will receive the message "ERROR: One of the required fields is missing or incorrect."

📄 Ask the parent to confirm the information on the Student Information screen (PF3), Parent Information screen (PF8), and Legal and Foreign Student screen (PF19) – Student ID, Parent PIN, zip code, student's date of birth, student born in U.S., and birth state (not city).

Parents will have to wait until the next morning after adding their child(ren) to the account to access their Gradebook information, pay for Before/After Care and make Online School Payments (OSP).

Resources

- Parents can find step-by-step instructions on how to update their email address on their former Parent Portal and signing in the new way at https://ComingSoon4Parents.dadeschools.net

- Parents can also visit the Parent Academy website at https://parentacademymiami.com where they can register for webinars on the M–DCPS Parent Portal as well as watch videos under *Additional Resources → Parent Portal Setup Guide.*

Support

If the procedures have been followed and you have verified the parent is using the correct information to add their child(ren), you may submit an ISM Incident for technical support. Choose Applications for the category.

Applications
To report issues select Business (SAP, eSAS, Capital, District Email), ITS Student Services (Gradebook, Mainframe, St...

It will be helpful to attach the Parent Authentication Issue Reporting Form on Weekly Briefing #40558 to the ISM Incident.

Don't forget to upload an image (screenshot) of the issue to the ISM incident!

Parent Authentication Issue Reporting Form
Information Technology Services (ITS)

Schools and District Offices:

For ITS to better troubleshoot and help schools and district offices assisting parents during their transition to the new parent authentication process, please complete and attach this form to any ISM incident you submit on behalf of a parent experiencing issues signing into their Dadeschools Mobile App or portal.

1. Parent Name: _____ Phone Number: _____

2. Is the parent using the Dadeschools Mobile App or Web Browser on a computer?
   ☐ Mobile App   ☐ Computer

3. Provide the email address of the Apple ID or Google ID they are signing in with.
   _____

4. Provide the original "P" account number, if they had one, and email address from their original Parent Portal.
   Parent Account Number: _____ Email Address: _____

5. Provide each child's Student ID number: _____ _____ _____ _____

Please upload an image of the issue to the ISM incident.