



FLORIDA DEPARTMENT OF  
**EDUCATION**  
fldoe.org

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# Family Portal FAQ Document

*For District Use Only*

**Updated April 2024**

**1. Which results are available on the Family Portal?**

Results are available for all assessments starting with the 2020–2021 school year.

- a. FAST K–2 Star assessments
- b. FAST Grades 3–10 assessments
- c. FAST ELA Reading Retake assessment
- d. B.E.S.T. Algebra 1 and Geometry EOC assessments
- e. FSA assessments
- f. Science and Social Studies assessments
- g. FCLE K–12 assessment

**2. How can families access the Family Portal?**

The Family Portal can be accessed via two methods:

- a. The direct link – <https://fl-familyportal.cambiumast.com/>
- b. The Family Portal button on the Students & Families page on the FAST portal – <https://flfast.org/families.html>

The FAST portal contains a [Family Brochure Grades K-2](#) and [Family Brochure Grades 3-10](#).

**3. 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 and, for most assessments, the Percentile Rank. Families can also view their student’s Individual Student Report (ISR) for most assessments by clicking on **Download Detailed Report**.

**Note:** For the 2023–2024 school year onwards, Detailed ISRs are available for all subjects, excluding FAST K–2 Star assessments.

**4. When will results for FSA Retakes be available on the Family Portal?**

FSA Retakes results will be available on the Family Portal a few weeks after they have been released in PearsonAccess Next Reporting.

**5. When will results for FAST Grades 3–10, FAST ELA Reading Retake, B.E.S.T. Algebra 1 and Geometry EOC, Science and Social Studies, and FCLE K–12 assessments be available on the Family Portal?**

One week after the test window opens, then results will populate on the Family Portal within 24 hours of the student completing the test.

**6. When will results for the FAST K–2 Star assessments be available on the Family Portal?**

Two weeks after the test window opens, then results will populate on the Family Portal within 1 week of the student completing the test.

**Note:** Student reports are currently not available on the Family Portal.

**7. How do access codes work?**

Access codes allow students and their families access to view their results on the Family Portal. For grades 3–10, 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. For grades K–2, once the student has completed an assessment, their access code will be available in TIDE within one week. 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.

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

If a student moves to a new school district, their access code does not change and moves with them. The student's previous school district will no longer have access to their access code.

**9. Do access codes expire?**

Access codes will remain the same unless a student's access code is purposely reset. Please note that each time a new access code is generated, the access code must be shared with families. For security purposes, the access codes may be updated automatically in the future.

**10. Will access codes change for each assessment?**

Access codes are assigned by student, not by assessment; therefore, access codes will not change for each assessment. Unless a student's access code is reset in TIDE, it will remain unchanged.

**11. What methods can districts/schools use to provide access codes to families?**

CAI offers two options for providing 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 [Family Portal Auto-Login Integration document](#) for more information.

**12. How do I download and distribute K–12 access codes via TIDE?**

Refer to the instructions in the [Access Code Brochure](#) or [TIDE User Guide](#).

For students in grades 3–12, the specific test administration in TIDE can be used to generate their access codes.

The **Statewide Family Portal Access** administration in TIDE can also be used by DACs and SACs to generate access codes for all K–12 students currently available in TIDE.

**Note:** K–2 access codes are only available in the **Statewide Family Portal Access** administration in TIDE. K–2 students who tested in public schools are listed in their respective districts.

**Note:** When downloading access codes for more than 10,000 students, the file must be exported to the Secure File Center. If there are more than 100,000 students, the file will be a zip file.

**13. What is the process when an access code needs to be changed?**

Refer to the instructions in the [TIDE User Guide](#).

**14. How can the Help Desk assist with 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 student’s teacher or school assessment coordinator 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 Esra Kocyigit, and Esra 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-right 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.

