IOWA™ | **Department of Education**

Quick Start: Access to Student Success, FastBridge for District/School Users

This document is intended for **LEA (district/non-public school) users only**. AEA staff have separate instructions. Access to Student Success and FastBridge is via the Iowa Education Portal (Ed Portal). There is no direct login for staff to FastBridge or Student Success.

==The #1 thing to remember about access is that the email addresses in Ed Portal and the district SIS must match at all times - it is the "glue" that connects the user role to the Ed Portal account. For teachers, the email also connects user accounts to rosters.==

I'm a staff member who needs access
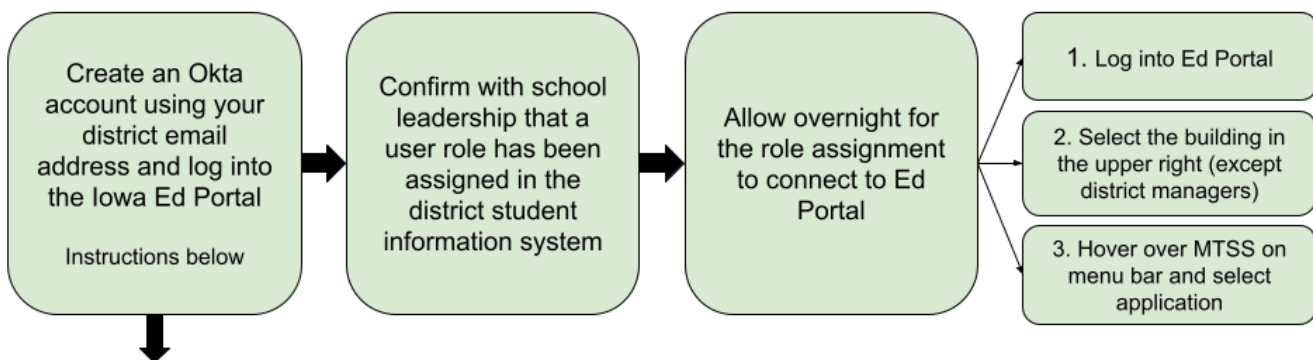
Create a new Okta account for Ed Portal. If you already have an account, the system will tell you.

I'm a leader assisting a staff member with access
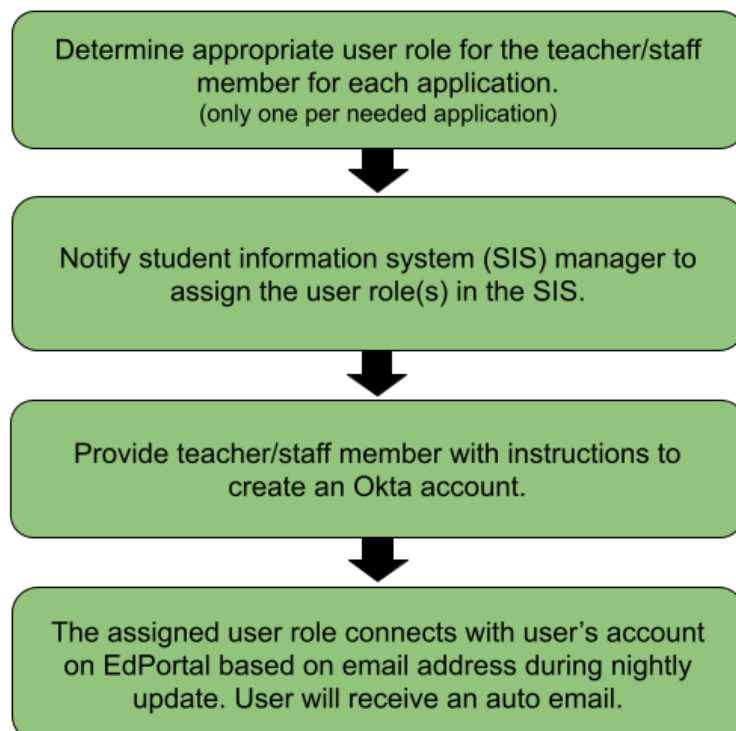
Student Success Roles and Permissions
FastBridge User Roles

Assigning MTSS (Panorama Student Success) or FAST User Roles for LEA
Those receiving the Classroom User role will require students to be scheduled into a course assigned to them.

Create a new Okta account for Ed Portal
Reminders to provide with the above instructions:
- Use their district email address only - no personal emails
- Ignore the prompt to request a role within Ed Portal - do not request a role.

No link? See: Troubleshooting Access for what to check.

I'm a student information system (SIS) manager

Here are the instructions you'll need for [Assigning MTSS (Panorama Student Success) or FAST User Roles for LEA](#)

- **Do not assign user roles for AEA staff in your SIS.** They must follow these AEA-specific directions in [Quick Start: AEA Access to Student Success and/or FastBridge](#).
- **One role per needed application** is enough, except for teachers with students scheduled with them. They need the FAST Classroom User role assigned, even if they have another role.

Troubleshooting

The #1 cause of access issues is an email address mismatch between the district SIS and Okta/Ed Portal. For more details and troubleshooting information, please visit [Troubleshooting Access for District/School Users and Teachers](#).

Contacts for additional help

Contact the Ed Portal team at ed.portal@iowa.gov or 515-725-2040 if you encounter issues with:

- setting up your Okta account
- accessing the EdPortal website
- password issues or Okta account locked
- updating your Okta information

Contact the Panorama Student Success support team via the "Need Help?" link in Student Success or by emailing support_Iowa@panoramaed.com for help with the following:

- you can log into Ed Portal but there is no MTSS link (after you select the correct district or building in the upper right corner).
- any problem encountered after you click the Panorama Student Success link, such as an error message or a roster issue.

Contact the FastBridge support team via "Support" in the FastBridge system or by emailing iowafastbridgehelp@renaissance.com for help with the following:

you can log into Ed Portal but there is no MTSS drop-down menu or FastBridge link underneath (after you select the correct district or building in the upper right corner).

any problem encountered after you click the FastBridge link, such as an error message or a roster issue.