

## Family Portal



## Quick Start Guide for Early ACCESS Teams

The ACHIEVE Family Portal is an optional platform for parents, guardians, and eligible learners. It is designed to provide online access to Early ACCESS and special education data on behalf of learners from birth to age 21.

Family contacts must meet several requirements before they will be invited to create an account in the ACHIEVE Family Portal. Many of these requirements rely upon completion of the family contact validation process in ACHIEVE. This process ensures IFSP teams serve as a gatekeeper to confidential records on behalf of Early ACCESS learners.

- IFSP teams must review each family contact in ACHIEVE and determine who is an eligible decision-maker by selecting the appropriate relationship type on the Family Contact stepper. Only contacts who meet requirements as an IDEA Parent will be eligible to create an account.
- Each family contact must provide IFSP teams with a unique email address if they wish to create an account. (This email address becomes the account holder's username for the ACHIEVE Family Portal.) If family contacts are validated with the same email address in ACHIEVE, only one person will be able to create an account with that email address.
- IFSP teams must review family contact information and make changes as needed. The Validated checkbox must be selected to enable the family member to receive an invitation.
- In some instances, biological or adoptive parents have their educational decision-making rights terminated. Selecting the No Portal Access checkbox prevents these contacts from receiving an invitation to create an ACHIEVE Family Portal account.
- A new required field allows IFSP teams to indicate whether select family contact information is excluded from IFSP outputs (see [Enhancements: Exclude from Outputs](#)).
- The learner must have an active/approved Consent for Early ACCESS Services.
- Once each of these requirements are met, eligible family contacts will automatically receive an email invitation to create an account.

Initial invitations to eligible family members and learners will be sent from ACHIEVE via email throughout the week of **Feb. 24-March 1, 2025**.

### **Family contacts who become eligible to create an account after March 1, 2025:**

- Family contacts will automatically receive an email invitation once the criteria above are met.

- IFSP teams should continue sharing **Learner State ID information** with newly validated contacts.
- If an invitation needs to be resent, IFSP teams may manually do so by selecting the Invite to Portal button on the Family Contact stepper.

The Iowa Department of Education will provide support to families who have questions about accessing their ACHIEVE Family Portal account. Families may contact [achievesupport@iowa.gov](mailto:achievesupport@iowa.gov) or can complete a [Support Request form](#) for assistance.

## Early ACCESS Agency Preparation

In support the launch of the ACHIEVE Family Portal, agencies are encouraged to:

### 1. Develop communication plan to introduce ACHIEVE Family Portal to families.

#### a. Determine what and how information will be shared with families.

Information about this new tool will be best received by families if it comes from a familiar source. To assist Early ACCESS teams with introducing the ACHIEVE Family Portal to families, a [Sample Communication Guide](#) has been developed, which includes examples of newsletter content, email templates, social media posts, and more.

#### b. Determine how to distribute learner-specific State ID information to families.

To create an account in the ACHIEVE Family Portal, families are required to enter the **last 4 digits of their child's State ID** to connect to Early ACCESS records from ACHIEVE. This information should be distributed to families by their IFSP team.

The ACHIEVE *Family Contact Validation* report may help determine to whom and how family communication is sent.

#### Family Contact Validation report fields

- i. **Column O: Relationship Type:** IDEA Parent type
  - ii. **Column Q: Email Address:** Email address in ACHIEVE to which invitation is sent
  - iii. **Column R: EarlyACCESSConsent:** "Approved" indicates status of Consent to Receive Early ACCESS Services stored in ACHIEVE
  - iv. **Column Z: Validated:** "True" indicates the family contact record is 4 validated
- c. Review the [ACHIEVE Family Portal webpage](#) for additional family resources.

## 2. Develop communication plan to introduce ACHIEVE Family Portal to staff

### a. Provide professional learning to IFSP Service Coordinators and support staff.

- i. The **ACHIEVE Family Portal** is intentionally designed to mimic the look and feel of ACHIEVE. Early ACCESS staff can learn more about ACHIEVE Family Portal functionality by reviewing [slides](#), a [recorded webinar](#), or [logging into a Sandbox Environment](#) as a sample parent.
- ii. [Enhancements](#) to **ACHIEVE** have been released to assist families with access to the ACHIEVE Family Portal and allow IFSP teams to provide increased protection of family contact information on IFSP outputs.

### b. Review ACHIEVE Family Portal Account Access.

Family Portal Access report fields

- i. **Column Q: FirstInvited:** Indicates date the first invitation email was sent
- ii. **Column T: AccountCreated:** Indicates date account created by family contact
- iii. **Column U: AccessType:**
  1. FamilyMemberEdit = contact registered for interactive access
  2. FamilyMemberReadOnly = contact registered for view-only access

### c. Review support resources for families.

- i. [What is the ACHIEVE Family Portal \(video\)](#)
- ii. [What is the ACHIEVE Family Portal \(PDF\)](#)
- iii. [Who can create an account \(PDF\)](#)
- iv. [How to create an account \(PDF\)](#)
- v. [Family FAQs](#)
- vi. [Language Translation Guide](#)

### d. Review the [ACHIEVE webpage](#) and [ACHIEVE Release Notes](#) for updates.