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## **Family Support Guide for the ACHIEVE Family Portal**

Learn More: [ACHIEVE Family Portal](#)

Create Account: [Quick Start Guide](#)

Sign In: [ACHIEVE Family Portal Account](#)

Explore Account Features: [User Guide](#)

### **Contact the ACHIEVE Family Portal Support Team**

Email: [achievesupport@iowa.gov](mailto:achievesupport@iowa.gov)

Get Help: [Submit a Support Request](#)

### ***Table of Contents***

Translating to a Preferred Language .....	2
What is the ACHIEVE Family Portal?.....	2
Eligibility to Create an Account.....	2
How to Create an Account.....	2
Finding Invitation Email .....	2
Establishing Connection to Learners.....	2
Locked Out of Account .....	3
Resetting Account Password.....	3
Adding Additional Learner(s) to a Parent Account .....	4
Logging in After Account is Created.....	5
Changing ACHIEVE Family Portal Account Settings .....	5
Frequently Asked Questions.....	5

Topic	Resource/Instructions
<b>Translating to a Preferred Language</b>	<a href="#">Language Translation Guide</a> <a href="#">Back to the Top</a>
<b>What is the ACHIEVE Family Portal?</b>	<a href="#">Overview Video</a> <a href="#">About the ACHIEVE Family Portal - Early ACCESS</a> <a href="#">About the ACHIEVE Family Portal - Special Education</a> <a href="#">Back to the Top</a>
<b>Eligibility to Create an Account</b>	<a href="#">Who Can Create an ACHIEVE Family Portal Account?</a> <a href="#">Back to the Top</a>
<b>How to Create an Account</b>	<a href="#">Quick Start Guide</a> <a href="#">Back to the Top</a>
<b>Finding Invitation Email</b>	<p>Check all email folders (including Junk/Spam) for an email from <a href="mailto:no-reply-achieve@iowa.gov">no-reply-achieve@iowa.gov</a> with the subject: <i>You're invited to join the ACHIEVE Family Portal.</i></p> <p>Note: Family members may not receive an invitation if they:</p> <ol style="list-style-type: none"> <li>1. are not an IDEA parent;</li> <li>2. have not signed consent for service;</li> <li>3. have not provided a valid, unique email address;</li> <li>4. have not been validated in ACHIEVE by the IEP facilitator or IFSP service coordinator.</li> </ol> <a href="#">Back to the Top</a>
<b>Establishing Connection to Learners</b>	<p>IDEA Parents are required to validate information about their child to establish a connection to the learner's ACHIEVE data.</p> <p>IFSP/IEP teams will provide families with their learner's <b>State ID information</b> to create an account.</p> <p>Reach out to your IFSP Service Coordinator or IEP facilitator if you have not received this information.</p> <a href="#">Back to the Top</a>

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<p><b>Locked Out of Account</b></p>	<p>For security purposes, account access will be locked if:</p> <ol style="list-style-type: none"> <li>1. Incorrect State ID information entered 3 times</li> <li>2. Incorrect Password entered 3 times</li> <li>3. Incorrect Verification Code entered 3 times</li> </ol> <p>If you are locked out of your account, submit an <a href="#">ACHIEVE Family Portal Support Request form</a> for assistance.</p> <p style="text-align: right;"><a href="#">Back to the Top</a></p>
<p><b>Resetting Account Password</b></p>	<p>Go to the <a href="#">ACHIEVE Family Portal</a> landing page.</p> <p>Select <i>Forgot password?</i></p> <div data-bbox="646 768 950 1060" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Sign In</p> <p>Email <input type="text"/></p> <p>Password <input type="password"/></p> <p style="text-align: center;"><input type="button" value="Sign in"/></p> <p><a href="#">Forgot password?</a></p> </div> <p>Check your email for a Password Reset message. Click the link in this email to set a new password.</p> <p style="text-align: right;"><a href="#">Back to the Top</a></p>

Topic	Resource/Instructions
<p><b>Adding Additional Learner(s) to a Parent Account</b></p>	<p>IDEA Parents must receive an email invitation for each child.</p> <div data-bbox="651 331 1227 676" style="border: 1px solid black; padding: 10px;"> <p>Dear Parent,</p> <p>Welcome to ACHIEVE Iowa IDEA. Heartland AEA Edit invites you to join the ACHIEVE Family Portal on behalf of Test.</p> <p>Through the portal you can see scheduled meetings on your calendar, view documents, review progress, and access information related to your child's program.</p> <p>Click <a href="#">here</a> to begin your registration for access to the ACHIEVE Family Portal.</p> <p>We are excited about what we can do together to support your child. Please reach out to Heartland AEA Edit if you have any questions about joining.</p> </div> <p>Click the link in each invitation email to begin registration.</p> <p>Enter learner information and account password to connect the additional learner(s) to the established portal account.</p> <div data-bbox="651 873 1218 1379" style="border: 1px solid black; padding: 10px;"> <p><b>ACHIEVE Family Portal</b></p> <p>Confirm Invitation</p> <p>Learner's First Name*</p> <hr/> <p>Learner's Last Name*</p> <hr/> <p>Learner's Last 4 Digits of State ID*</p> <hr/> <p>Learner's Date of Birth*</p> <hr/> <p>Your Password*</p> <hr/> <p><a href="#">Forgot password?</a></p> </div> <p style="text-align: right;"><a href="#">Back to the Top</a></p>

<b>Topic</b>	<b>Resource/Instructions</b>
<p><b>Logging in After Account is Created</b></p>	<p>Go to ACHIEVE Family Portal landing page to log in:  <a href="https://achieve.iowa.gov/auth/family/login">https://achieve.iowa.gov/auth/family/login</a></p> <p>Enter the account username (email address that received the invitation to create an account).</p> <p>Enter password created during account registration process.</p> <p>Check email (including Junk/Spam folder) for an email with a 6-digit verification code.</p> <div data-bbox="654 636 1346 974" data-label="Image"> </div> <p>Enter the verification code to complete the Sign In process.</p> <div data-bbox="647 1062 1018 1457" data-label="Image"> </div> <p style="text-align: right;"><a href="#">Back to the Top</a></p>
<p><b>Changing ACHIEVE Family Portal Account Settings</b></p>	<p>Self-service updates to account settings and username:  <a href="#">User Guide</a> (page 5-6)</p> <p style="text-align: right;"><a href="#">Back to the Top</a></p>
<p><b>Frequently Asked Questions</b></p>	<p><a href="#">Frequently Asked Questions</a></p> <p style="text-align: right;"><a href="#">Back to the Top</a></p>