



Portal Frequently Asked Questions (FAQs) for Parents

On Monday, October 31, 2022, parents/guardians will receive two emails with information on how to access the DoDEA Student Information System (DSIS) Family Portal. The first email includes instructions on how to access the DSIS Family Portal and the username (primary email address). The second email has a temporary password to enter DSIS. You will be prompted to change your password after the first time logging in.

Use the DSIS Family Portal to check your student's grades, attendance, and other information easily and conveniently.

If you **do not receive the emails with instructions by the end of day on November 1**; first, please check your spam/junk folder. If you do not have two emails for DSIS access, please contact your school for assistance.

If you are new or returning to DoDEA this school year and registered your student(s) using the Online Registration Portal, you have already received your username and password. You will receive an email from DoDEA with instructions on how to verify your student(s) name and birthdate to gain access to the Family Portal.

Frequently asked Questions:

Q: Where do I access DSIS Family Portal?

A: Go to the DoDEA Student Information System (DSIS) site: <https://dodeasis.myfollett.com/>

Q: How can I create a DSIS Family Portal parent account?

A: Parents accounts are created by the system. You will receive two DSIS Family Portal access emails that will provide instructions on how to access your parent account.

Q: I did not receive an email with instructions for accessing the DSIS Family Portal? What should I do?

A:

- Please check your junk/spam mail folder.
- Please allow 24 hours for the email to be received.
- If after 24 hours you still have not received the email in your inbox (or junk/spam mail folder), contact your school for assistance.

Q: What are the next steps after receiving an email stating a DSIS Family Portal parent account has been created for me?

A: Please follow the instructions you receive in the email. You will be asked to log in with the username provided in one email, and the password that is provided in a separate email. After you log in you will be prompted to change your password and establish your security question and answer. The next step will be to verify your child(ren) using their name and birthdate.

Q: What do I do if I am unable to verify my student (I receive a Student Verification error)?

A: Please contact your student(s) school for assistance.

Q: What do I do if my account is disabled?

A: **You do not have to do anything.** DODEA has a procedure that runs every 60 minutes that will reset the account and send out a temporary password for you to log in. You will be required to change your password next time you log in.

Q: What should I do if I forget my password?

A: The Family Portal has a password recovery function. Click "**I forgot my password**" from the DSIS Family Portal login page. You will be required to enter your Login ID (primary email address). After you click the continue button you will be prompted to answer your security question. You will receive an email with a temporary password that you will need to use to log in. When you log in, you will be prompted to reset your password (use your *temporary password* as your *current password* when you create your *new password*).

Q: I have multiple children in DoDEA schools, but do not have DSIS Family Portal parent access for all of them. How can I fix this?

A: Please contact your school if you are experiencing this issue. There are a few reasons why this might be happening, which we have listed below for your reference. Your school will be able to determine which of these reasons are causing the issue and resolve it for you.

1. You may not be listed as a contact in DSIS for all your children.
2. Multiple accounts may exist for you, with conflicting information (e.g., different names, home addresses, email addresses, phone numbers). In DSIS, your contact information should be verified and merged into a single account for all your children to appear in your DSIS Family Portal parent account. This allows for more efficient security and management. Your school can help ensure that the correct contact record is attached to your children.

Q: I have a Portal account, but I have lost my login information, what do I do?

A: Your portal login is in the email address that you provided to the school at registration. If you have forgotten your password, please follow the password recovery steps above. If you do not remember the email address you provided at registration, please contact your student(s) school to request that information.

Q: Is there a separate DSIS Portal app for my smartphone or tablet?

A: No, DSIS does not have a separate app for your smartphone or tablet. However, the DSIS website will adapt to the size of your device.

Q: I cannot find my child's progress report, and/or report card. Where is it?

A: Academic information is available at any time on the student's Academics top tab.



DoDEA SIS Family Portal – Parent Tip Sheet

Accessing the DSIS Family Portal

The DoDEA Student Information System (DSIS) Family Portal can be accessed at <https://dodeasis.myfollett.com/>. To access Family Portal, you will enter your Login ID and Password in the appropriate boxes.

Your Login ID is the primary email address on file. If you do not remember which email you provided, please contact your student's school.

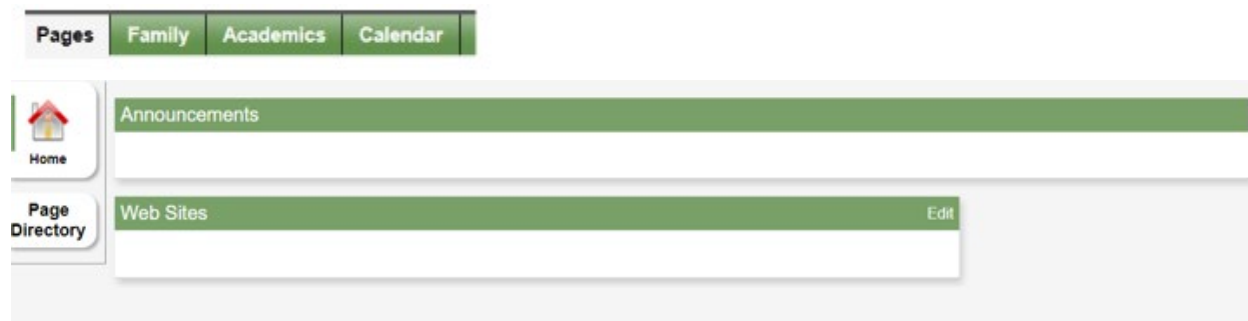
A screenshot of the DoDEA Aspen Family Portal login page. The page has a light gray background. At the top, it says 'DoDEA Aspen'. Below that is a section for 'Family Portal Login ID' with a text input field and a 'Request an account' link. The next section is 'Family Portal Password' with another text input field, a 'Trouble logging in?' link, and an 'I forgot my password' link. There is a 'Log On' button with a right-pointing arrow. Below this is a section titled 'Log In with Another Provider'. It includes a 'Select an Organization' dropdown menu with 'DoDEA Aspen' selected, a 'Sign in' button, and a 'Select an Identity Provider' dropdown menu with 'Student Sign In' selected. At the bottom, there is a small text box with a scroll bar containing the text: 'This is a non-public portal and is intended for authorized users only. Protecting the privacy and security of your personal information is a priority.'

Enter your Login ID (primary email address)

Enter Portal Password.

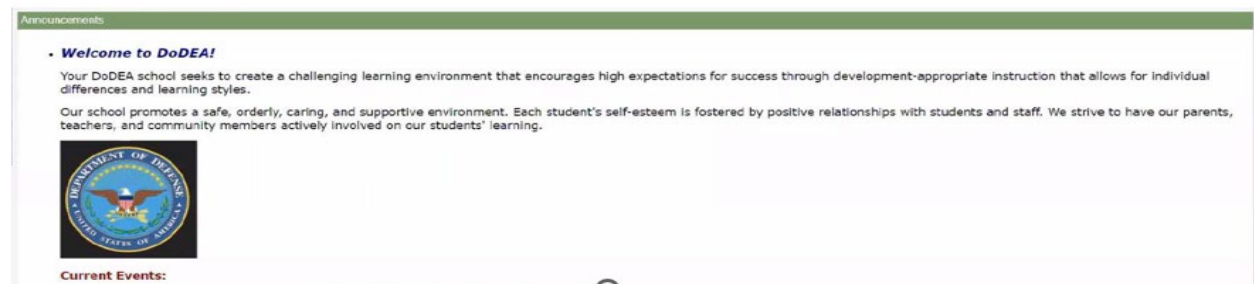
DSIS Family Portal: Pages Top Tab

When you initially log into Family Portal, you will land on the homepage. Here, you might see school information such as announcements and school events. You will also see information about your student(s) assignments, as well as recent activity in portal (attendance, grades posted, etc.). Finally, as needed, you can register new students in DoDEA using by initiating a New Student Registration workflow in the “New Student Registration” widget.



Announcements

Families can access information about class-, school-, and district-wide news and events through the Announcements widget on the home screen.



To Do

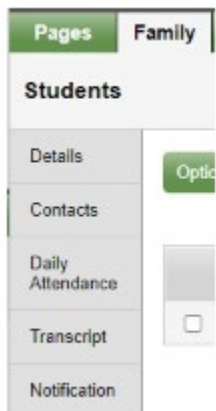
The **To Do widget** lists your student's overdue assignments as well as those that are due **today and tomorrow**. You can click the checkmark boxes to display the assignments all at once or by due date. You can also click an assignment name to see its details or any resources the teacher

attached from the To Do widget.

To Do			
<input checked="" type="checkbox"/> Overdue Online Assignments <input checked="" type="checkbox"/> Tomorrow <input checked="" type="checkbox"/> Today Week View			
Overdue Online Assignments			
Course	Assignment	Category	Due
No assignments scheduled.			
Today: Wednesday, October 26			
Course	Assignment	Category	Completed
No assignments scheduled.			
Tomorrow: Thursday, October 27			
Course	Assignment	Category	Completed
No assignments scheduled.			

DSIS Family Portal: Family Top Tab

From the “Family” top tab, you can access details about your DoDEA student(s), as well as review the contact information you have on file, student daily attendance information, transcript records and sign up for automated notifications about your student's attendance and grades.



Details


The Details side tab provides you with demographic and communication information for your DoDEA student(s).

Contacts

The Contacts side tab includes details about each student's primary and emergency contacts. If this information needs to be updated, please contact the registrar at your student's school.

Daily Attendance

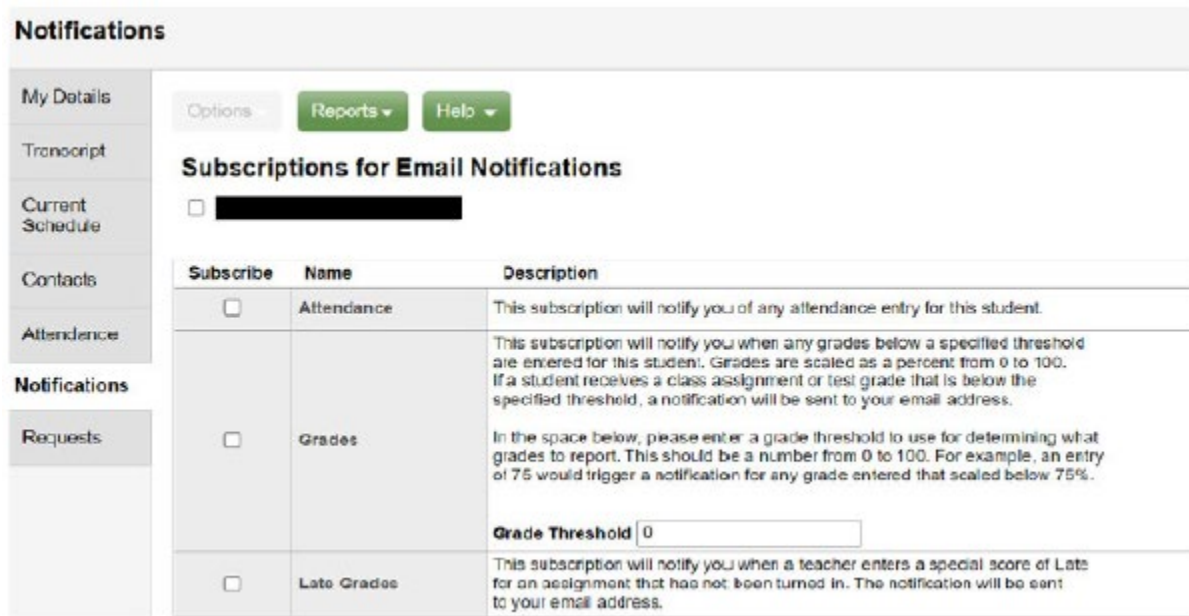
The Attendance Tab shows your student's daily school and class attendance . You can select a specific date by using the search menu.

You can also manage your what records are displayed in the Daily Attendance view by clicking on the funnel icon:  .



Notifications

On the Notification side tab, you can sign up for automated email notifications about your student's attendance and grades.



Help ▼

At the top of each page is a Help button. When you click on that button, you will have access to Help Center resources.

Academics Top Tab



When you click on Academics at the top, you will initially see details about the classes in which your student is enrolled. The grid you will see includes class name, length of class (semester or year), teacher name and email, as well as term performance and attendance information for the classes. When you click on a class name from this grid, you will be able to see more detailed information about grades and attendance for that class.

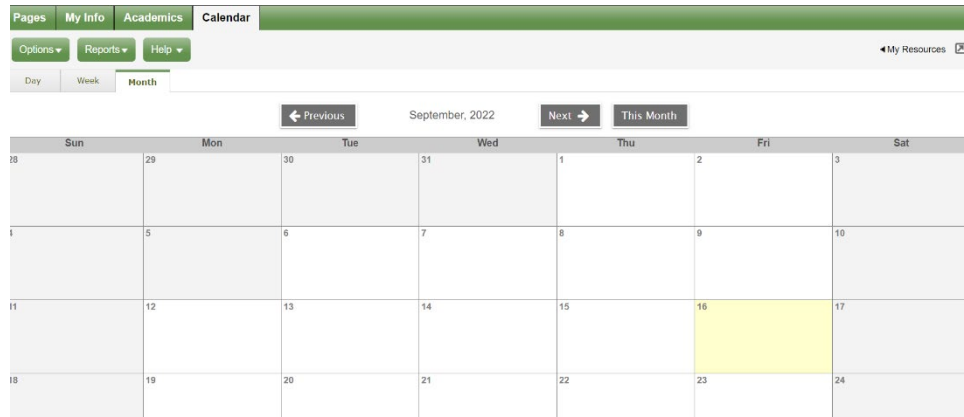
Example Class details grid:

<input type="checkbox"/>	Description	Term	Teacher	Primary Staff > Email1	Classrm	Term Performance	Abs	Tdy	Dsm
<input type="checkbox"/>	Art 5	YR					0	0	0
<input type="checkbox"/>	Elementary School Student Comment	YR					0	0	0
<input type="checkbox"/>	Health Ed 5	YR					0	0	0
<input type="checkbox"/>	Intercultural Ed 5	YR					0	0	0
<input type="checkbox"/>	Int Lang Arts-Reed 5	YR					0	0	0
<input type="checkbox"/>	Learning Skills 5	YR					0	0	0
<input type="checkbox"/>	Mathematics 5	YR					0	0	0
<input type="checkbox"/>	Music 5	YR					0	0	0
<input type="checkbox"/>	Physical Ed 5	YR					0	0	0
<input type="checkbox"/>	Science 5	YR					0	0	0
<input type="checkbox"/>	Social Studies 5	YR					0	0	0

Use the side-tab menus on the left to see **details**, **assignments**, and **attendance** for your student's classes.

Calendar

The Calendar top tab is your online student agenda. It will show you the school calendar and you may select either day, week, or month view. Here you can see assignments for all of your student's classes.



My Resources

Click on My Resources to see folders with files and links available for your student's classes. For example, the math teacher might post notes for a homework assignment and those would be available from the My Resources menu.