

## Helping Parents Access the Family Portal

This question and answer document is intended to provide district personnel with information on how to help parents and guardians access their child's test results in the Family Portal.

### 1. What is the purpose of the Family Portal for the Texas Assessment Program?

The purpose of the Family Portal is to provide parents and guardians easy access to their child's test results for the State of Texas Assessments of Academic Readiness (STAAR®), STAAR Alternate 2, Texas English Language Proficiency Assessment System (TELPAS), and TELPAS Alternate. Families can also find specific resources to support learning at home. For assessments that are released to the public, families can see each test question, the correct answer, and their child's answer.

Educators should use the Centralized Reporting System (CRS) to access student results. Results are available in CRS prior to being published in the Family Portal. To log in to CRS, educators must have an account in the Test Information Distribution Engine (TIDE) with either a [user role](#) that allows for viewing score reports or be associated to students through a roster. For TIDE account information, contact your district or campus testing coordinator.

### 2. How can parents and guardians access the Family Portal?

Parents and guardians can access the Family Portal by:

- visiting the [Texas Assessment](#) website,
- accessing the Family Portal login page directly at <https://txfamilyportal.org>, or
- clicking the auto-log-in link in the district's parent portal offered by its Student Information System (SIS) provider.

### 3. What information do parents and guardians need to log in to the Family Portal?

To log in to the Family Portal, parents and guardians need a combination of three pieces of information for their child:

- their child's unique access code or Texas Student Data System (TSDS) ID,
- their child's date of birth, and
- their child's legal first name.

On the Family Portal login screen, there are two links available to assist parents and guardians in obtaining this information: Where can I find my access code? and How do I look up my access code? However, if families do not have the information they need, they are directed to contact their school.

### 4. How can district personnel help parents and guardians get the information they need to log in to the Family Portal?

There are several sources available to authorized district personnel for the information parents and guardians need to log in to the Family Portal.

- Unique access code—Access on student report cards for the Texas Assessment Program or in TIDE.
- TSDS ID—Access in TIDE or from your district Public Education Information Management System (PEIMS) coordinator.
- Date of birth—Confirm that the parent or guardian is using the date of birth on record at the school, in TIDE, or from your district PEIMS coordinator.

- Legal first name—Confirm that the parent or guardian is using the legal first name on record at the school, in TIDE, or from your district PEIMS coordinator.

**5. How can district testing personnel look up access codes in TIDE for parents or guardians?**

District testing coordinators, campus testing coordinators, and campus principals may look up students' unique access codes in TIDE from the *After Testing* section in the *Family Portal Access Codes* module using the *Generate Access Code List* task. This page allows users to find access codes, TSDS IDs, and other student information for an individual student or a group of students.

**6. How can district testing personnel share access codes with parents or guardians when informing them of testing results?**

District testing coordinators, campus testing coordinators, or campus principals may use the *Student Access Codes via Email* task in the *Family Portal Access Codes* module in TIDE. This page allows users to download a template, add email addresses for each student's parent or guardian, and securely send access code information to them through TIDE. Sending these secure emails to parents and guardians will fulfill the district's reporting requirement under the Texas Administrative Code [§101.3014\(b\)](#) to notify students and parents or guardians of test results.

**7. Is privacy a concern for Family Portal access codes?**

Yes. Family Portal access codes are included under [Family Educational Rights and Privacy Act \(FERPA\)](#) and should be shared only with authorized persons. When sharing access codes with parents and guardians, be sure to follow your district's process for secure communication.