

## Parent Authentication on Dadeschools Mobile App

### FAQs:

#### **Why do I need to update my Parent Portal email address?**

Coming soon, the way you log into your Parent Portal from a mobile device will be changing to add security to parent accounts as well as minimize password-related issues. You will log in using your Google ID if you use an Android mobile device or using your Apple ID if you use an iOS mobile device. Because of this, your email address on your Parent Portal account will have to match the one you use for your Google ID (Android) or Apple ID (iOS).

#### **How do I change the email address on my Parent Portal to match my Google ID (Android devices) or Apple ID (iOS devices)?**

You may change the email address on your Parent Portal account by logging into your Parent Portal on a desktop or laptop computer, and clicking [\[Update Personal Info\]](#) under **My Personal Info** from the Home tab. \*\*\**Make sure you are able to access that email account to be able to reset your Parent Portal password in the future.*

#### **Will changing my email address on the Parent Portal change where I receive communications from my child(ren)'s school or notifications about their grades or attendance?**

No. Schools use the email address provided by parents on the registration forms sent home at the beginning of each school year to send school-related information. Parents who have Gradebook notifications about grades and attendance enabled will continue to receive them at the email address entered by the parent in that system. If these email addresses are not changed, where you receive these communications will not be affected.

#### **Do I need to have a GMail email address to access my Parent Portal on the Dadeschools Mobile app if I am using an Android phone/ tablet?**

No, but the email address you use for your Google ID will have to match the email address on your Parent Portal account.

#### **What happens if the email address I use for my Parent Portal account is different from the one I use for my Google ID (Android devices) or Apple ID (iOS devices)?**

If the email address on your Parent Portal account does not match the one on your Google ID or Apple ID, when you log into the Dadeschools Mobile App, you will not see any student(s). If this happens, you will need to add the students again using the 6-digit PIN number provided by your child(ren)'s school upon visiting the school and presenting picture ID.

#### **Can I register prior to going to the school for identity verification and student linking, so that I can see district information?**

Yes, but you will only see informational content.

#### **What happens if the other parent and I share one Parent Portal account?**

You will no longer be able to share accounts. Each parent will need to have their own Parent Portal account using the email address associated with their Google ID (Android devices) or Apple ID (iOS devices). Only the parent whose email address matches their Google ID or Apple ID at sign-in will be able to keep the account. The other parent will need to register for a new account and add the child(ren) using the Parent PIN provided by the child(ren)'s school.