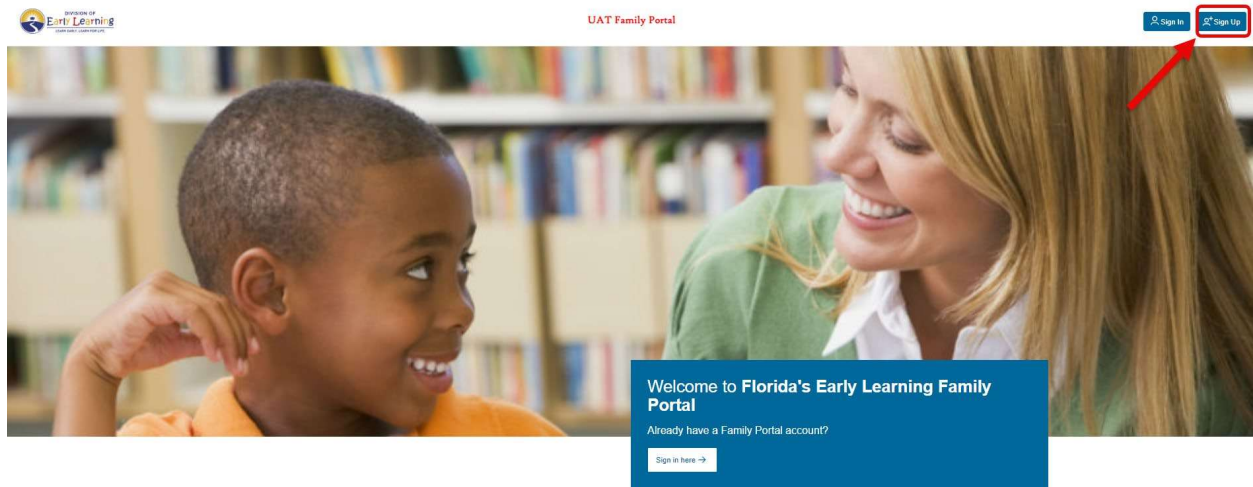


FAMILY PROCESSES

With the latest update, the Family Portal is now Mobile-friendly.

Creating a Family Portal Account and Setting up Single Sign-On

First-time users must register for an account with Single Sign-on to access the Family Portal.



Click the **Sign up** button to start the new account registration process and the following page will display:

A screenshot of the Florida Department of Education (FDOE) Single Sign-On registration page. The page has a light blue background with a large graphic of a tree whose leaves are made of various educational icons. At the top center is the FDOE logo. On the right side, there is a 'Single Sign-On' section with a key icon. Below this, there is a form with the following fields: 'Email / Sign-In Name *', 'First Name *', 'Last Name *', 'Password *', 'Re-Enter Password *', 'Middle Name', and 'Suffix'. There is a 'Send verification code' button next to the email field. Below the form, there is a checkbox for 'Acceptable Use Policy' with a link to the policy. At the bottom right, there are 'Continue' and 'Cancel' buttons. At the very bottom, there are links for 'Home', 'Privacy', and 'Support'.

Enter your valid email address and click the **Send Verification Code** button.



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Please provide the following details.

Send verification code

The following email with your one-time verification code will be sent to the email address entered in the previous step:

FloridaSSO account email verification code

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

----- Forwarded message -----
From: **Microsoft on behalf of FloridaSSO** <msonlineservicesteam@microsoftonline.com>
Date: Tue, Nov 12, 2024 at 2:02 PM
Subject: FloridaSSO account email verification code
To: <[redacted]>

Verify your email address

Thanks for verifying your [redacted] account!

Your code is: [redacted]

Sincerely,
FloridaSSO

Enter the verification code in the text box that says "VerificationCode." Click **Verify code**.



FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

Verify code **Send new code**

If you do not receive your one-time code, click **Send new code**, and a new one-time verification code will be sent to your email.



FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.


validemail@test.com

VerificationCode



[Verify code](#) [Send new code](#)

Note: Though emails are expected within 1-2 minutes, in rare instances, please note that it may take up to 3-5 minutes to arrive. If you receive multiple codes in one verification attempt, the newest email will contain the valid code.

Once you have verified your code, “The code has been verified. You can now continue” will display.



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EDUCATION
fldoe.org



Please provide the following details.

The code has been verified. You can now continue.

First Name *

Last Name *

Password *

Re-Enter Password *

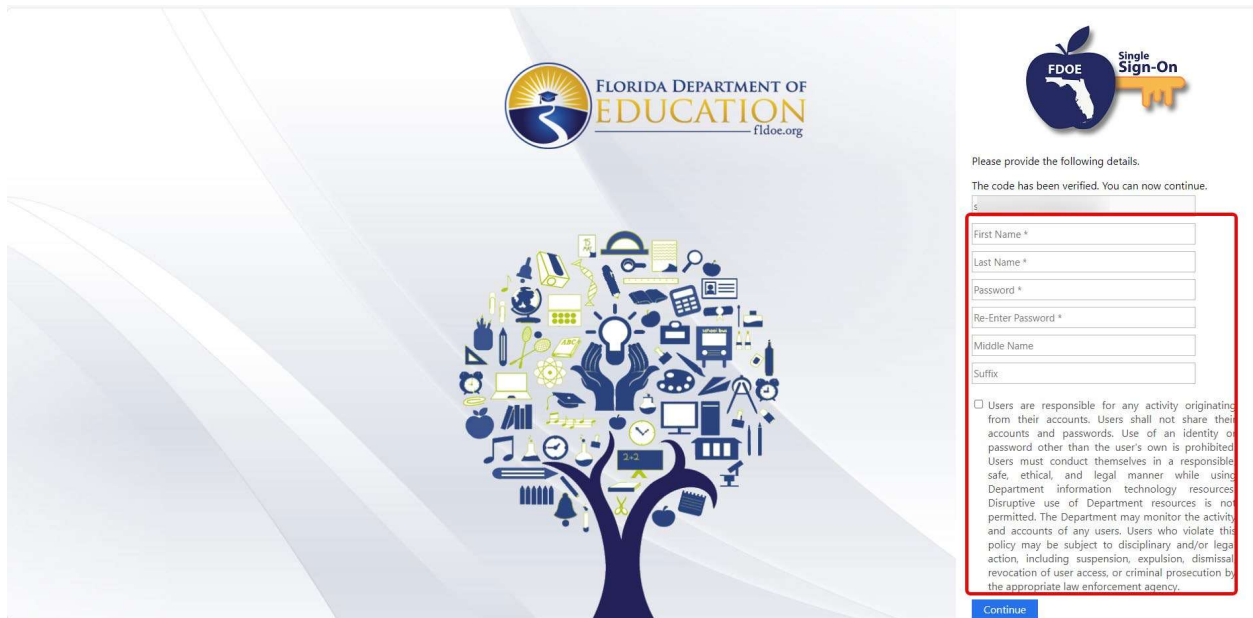
Middle Name

Suffix

☐ Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

[Continue](#)

Complete the relevant remaining fields.



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Single Sign-On

Please provide the following details.
The code has been verified. You can now continue.

First Name *

Last Name *

Password *

Re-Enter Password *

Middle Name

Suffix

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Continue

Fields containing an asterisk (*) indicate that a field is required. The following fields are required:

- First Name
- Last Name
- Password
- Re-enter password

Fields not containing an asterisk (*) are not required, and may not be applicable. The following fields are not required:

- Middle Name
- Suffix

Passwords must be at least 8 characters in length and contain at least one of each character type:

- Uppercase letter
- Lowercase letter
- Number
- Special Character

If your password does not contain one of each of the listed character types, the following error will display above the password field:

Last Name *

The password must contain all of the following:

- a lowercase letter
- an uppercase letter
- a number
- a special character

...

Once all the required fields have been completed, review the acceptable use policy. Check the box to indicate you have read and understood the information provided to you.

Test

Test

Middle Name

Suffix

☒ **Acceptable Use Policy**

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Continue

Cancel

Click **Continue**.

Test

Test

.....

.....

Middle Name

Suffix

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Continue

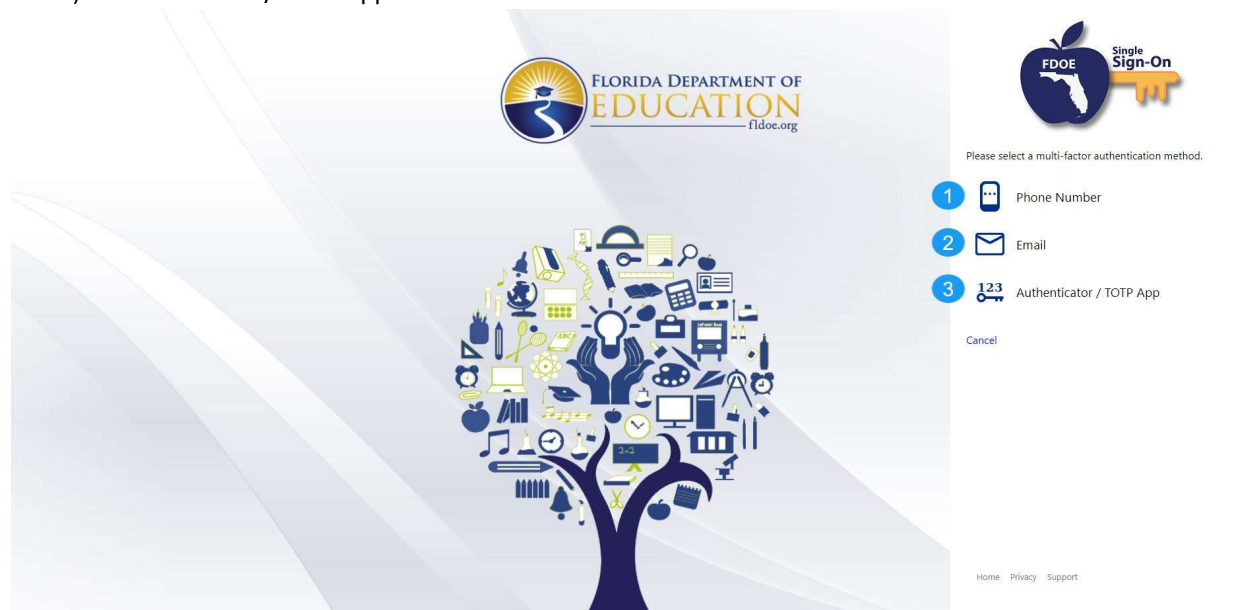
Cancel

The following page will display:



This page indicates the three options available to you for your multi-factor authentication.

- 1) Phone Number
- 2) Email
- 3) Authenticator / TOPP App



Select your desired mode of multi-factor authentication for your Family Portal account.

Note: The selection you make will hold for all future sign in attempts. For instance, if you selected email for your multi-factor authentication, any time you attempt to log in to your Family Portal account, you will receive your one-time verification code as an email. [For information on and for changing your multifactor authentication settings, please see your LEA Administrator.](#)

Once you select your preferred mode of contact for the Multi-factor authentication and entered the respective required information, click **Send Verification Code.**

Send Code

A one-time verification code will be sent to you. Enter the Code and click **Verify Code.**

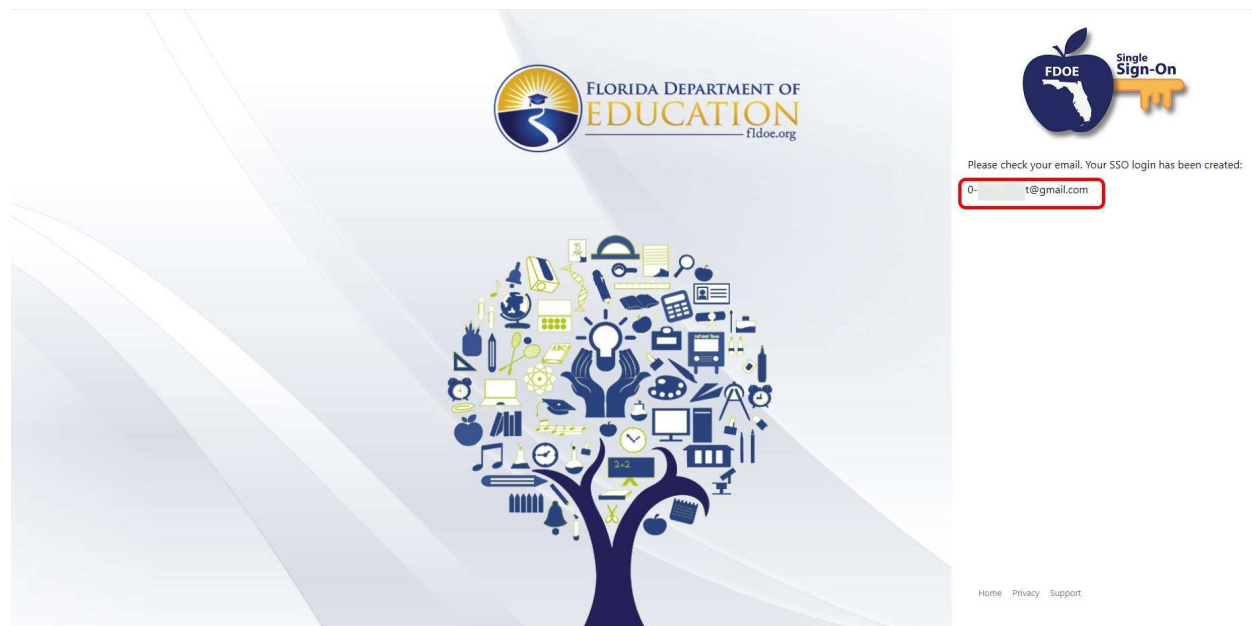
Send a new code

Verify Code

Cancel

The following page will display with your SSO login. An email will be sent with the same information.

Note: Your SSO login will be in the format of 0-[your email address], as displayed in the images below.



FLDOE SSO LoginID for Family Test (Self-Registered)



Wed 11/13/2024 1:08 PM

----- Forwarded message -----

From: <DONOTREPLY@fldoe.org>
Date: Tue, Nov 12, 2024 at 3:33 PM
Subject: FLDOE SSO LoginID for Family Test (Self-Registered)
To: <[\[redacted\]t@gmail.com](mailto:[redacted]t@gmail.com)>

Welcome!

You are receiving this email because a Florida Department of Education Single Sign-On (FLDOE SSO) account was created on your behalf. With one username and password, you will be able to access multiple FLDOE SSO resources from the Department's portal at (<https://flssoportal.fldoe.org/>) as authorized by your sponsoring organization.

Your username is: 0-[\[redacted\]t@gmail.com](mailto:[redacted]t@gmail.com)

Your password was set during your account registration.

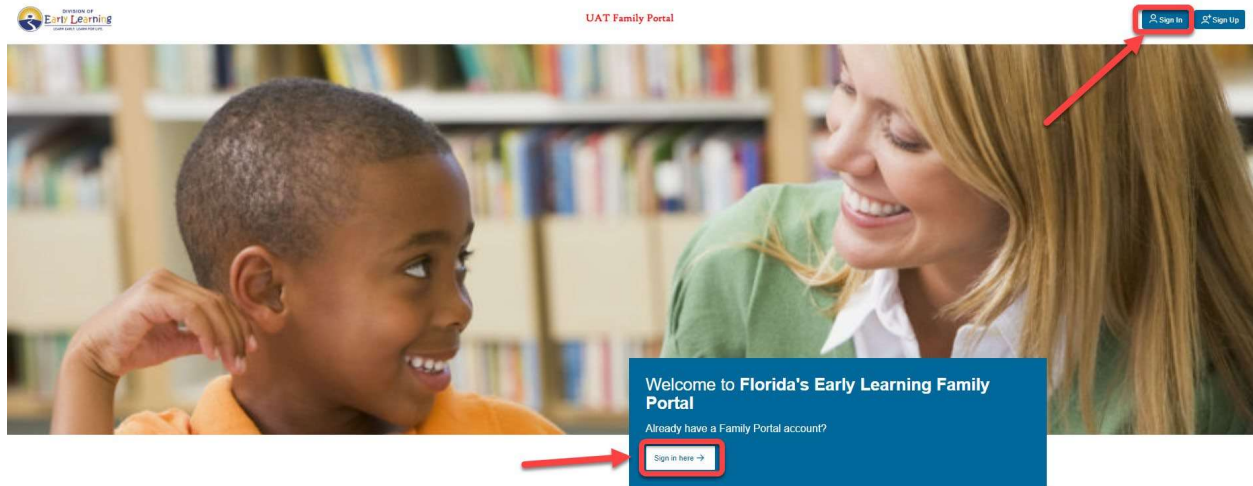
Please keep this email for your records; this information will not be sent again.

Thank you.

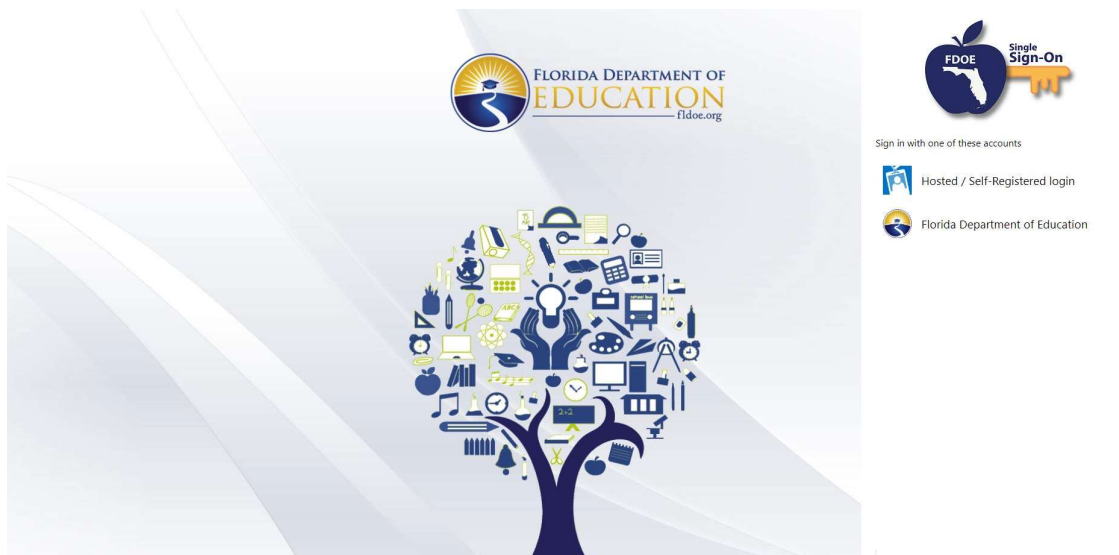
DO NOT REPLY TO THIS EMAIL.

This is an unmonitored address and replies to this email cannot be responded to or read. For assistance, please visit the FLDOE SSO Support page. Be cautious of email scams, the Department will never send you links within an email requesting personal information.

Navigate back to the Family Portal landing page. Click one of the **Sign In** buttons.



The following page will display:



Click **Hosted / Self-Registered login.**




Enter the SSO Login provided to you. Click **Sign In.**



If you forgot your SSO login/username, click **Forgot Sign In Name.** An email will be sent to the email address provided during account creation.

Enter your password and click **Continue**.



The image shows the Florida Department of Education (FDOE) Single Sign-On login page. The background features the FDOE logo at the top left and a large tree graphic composed of various educational icons. On the right side, there is a login form with the text "Please enter your password." above a password input field. A red arrow points to the input field. Below the input field is a blue "Continue" button, which is highlighted with a red rectangle. Underneath the button are links for "Forgot Password?" and "Cancel". At the bottom right, there are links for "Home", "Privacy", and "Support".

You will now be prompted to send an authentication code to your selected mode of authentication. Click **Send Code**.



Note: The image above depicts the screen displayed for authentication through Phone Number. Authentication prompting screens for email and/or Authenticator/ TOTP app may vary.

Enter the code sent to you. Click **Verify Code**.



The home page of the Family Portal will display.

UAT Family Portal [Sign Out](#)

Welcome back, [User Name]

[Home](#) > [Family Portal](#) > [Family Profile](#)

Household at a Glance

HH_000

Parents	Other Household Members	Children Needing Care	Total Household Size
			0

VPK Applications

There are no saved VPK applications associated with this account. Click the Create a new VPK application button to create a new VPK application.

[+ Create a new VPK application](#)

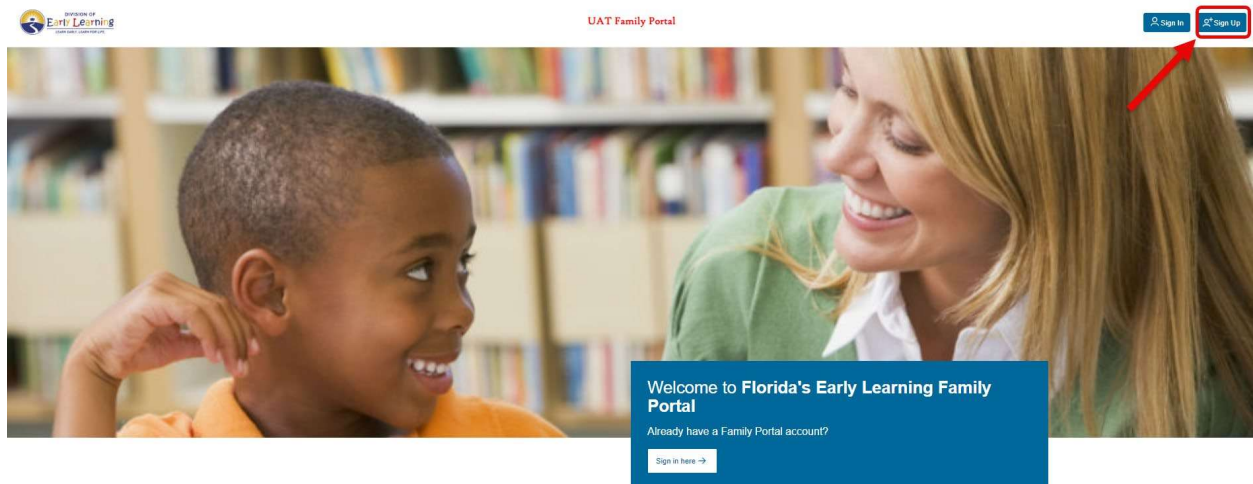
School Readiness Applications

There are no saved School Readiness applications associated with this account. Click the Create a new School Readiness application button to create a new SR application.



[+ Create a new School Readiness application](#)

Family Portal Returning User- Setting up Single Sign-On*

Users who already have an existing account who are returning for the first time must register for an account with Single Sign-on to access the Family Portal.



Click the **Sign up** button to start the new account registration process and the following page will display:

Please provide the following details.

Email / Sign-In Name *

Send verification code

First Name *

Last Name *

Password *

Re-Enter Password *

Middle Name

Suffix

☐ **Acceptable Use Policy**
 This policy applies to all users of Florida Department of Education information technology resources, whether affiliated with the Department or not.

Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

Continue

Cancel

[Home](#) [Privacy](#) [Support](#)

Enter the email address associated with your existing Family Portal account and click the **Send Verification Code** button.




Please provide the following details.

validemail@test.com

Send verification code

The following email with your one-time verification code will be sent to the email address entered in the previous step:

FloridaSSO account email verification code



Wed 11/13/2024 1:48 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

----- Forwarded message -----

From: **Microsoft on behalf of FloridaSSO** <msonlineserviceteam@microsoftonline.com>

Date: Tue, Nov 12, 2024 at 2:02 PM

Subject: FloridaSSO account email verification code

To: <[redacted]>

Verify your email address

Thanks for verifying your [redacted] account!

Your code is: [redacted]

Sincerely,
FloridaSSO

Enter the verification code in the text box that says "VerificationCode." Click **Verify code**.

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

validemail@test.com

VerificationCode

Verify code Send new code

If you do not receive your one-time code, click **Send new code**, and a new one-time verification code will be sent to your email.

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.


validemail@test.com

VerificationCode

Verify code **Send new code**

Note: Though emails are expected within 1-2 minutes, in rare instances, please note that it may take up to 3-5 minutes to arrive. If you receive multiple codes in one verification attempt, the newest email will contain the valid code.

Once you have verified your code, “The code has been verified. You can now continue” will display.



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Single Sign-On

Please provide the following details:

The code has been verified. You can now continue.

First Name *

Last Name *

Password *

Re-Enter Password *


Middle Name

Suffix

☐ Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

Continue

Complete the relevant remaining fields.



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Single Sign-On

Please provide the following details:

The code has been verified. You can now continue.

First Name *

Last Name *

Password *

Re-Enter Password *

Middle Name

Suffix

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Continue

Fields containing an asterisk (*) indicate that a field is required. The following fields are required:

- First Name
- Last Name
- Password
- Re-enter password

Fields not containing an asterisk (*) are not required, and may not be applicable. The following fields are not required:

- Middle Name
- Suffix

Passwords must be at least 8 characters in length and contain at least one of each character type:

- Uppercase letter
- Lowercase letter
- Number
- Special Character

If your password does not contain one of each of the listed character types, the following error will display above the password field:

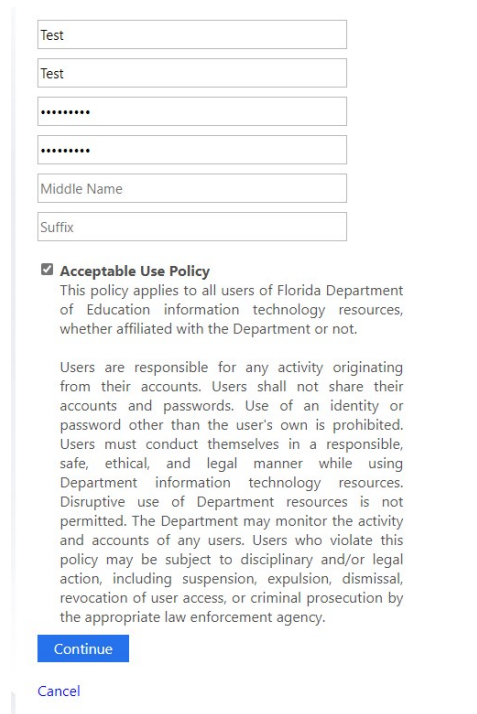
Last Name *

The password must contain all of the following:

- a lowercase letter
- an uppercase letter
- a number
- a special character

...

Once all the required fields have been completed, review the acceptable use policy. Check the box to indicate you have read and understood the information provided to you.



Test

Test

Middle Name

Suffix

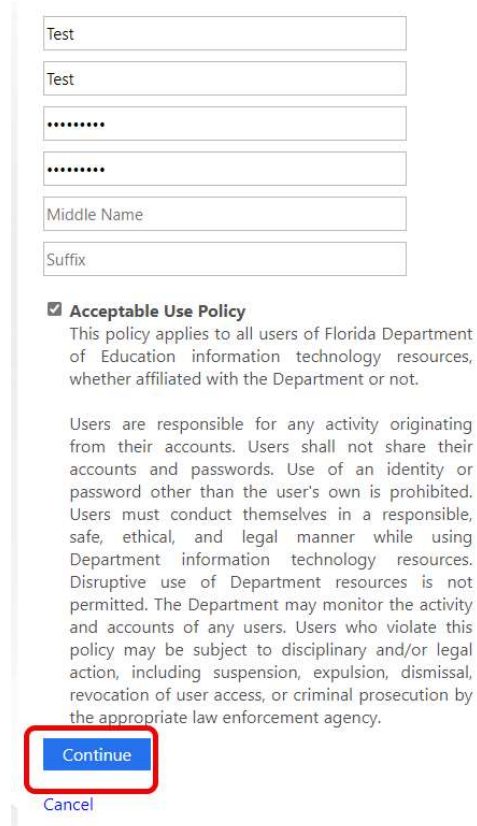
☒ **Acceptable Use Policy**
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Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

Continue

Cancel

Click **Continue**.



Test

Test

Middle Name

Suffix

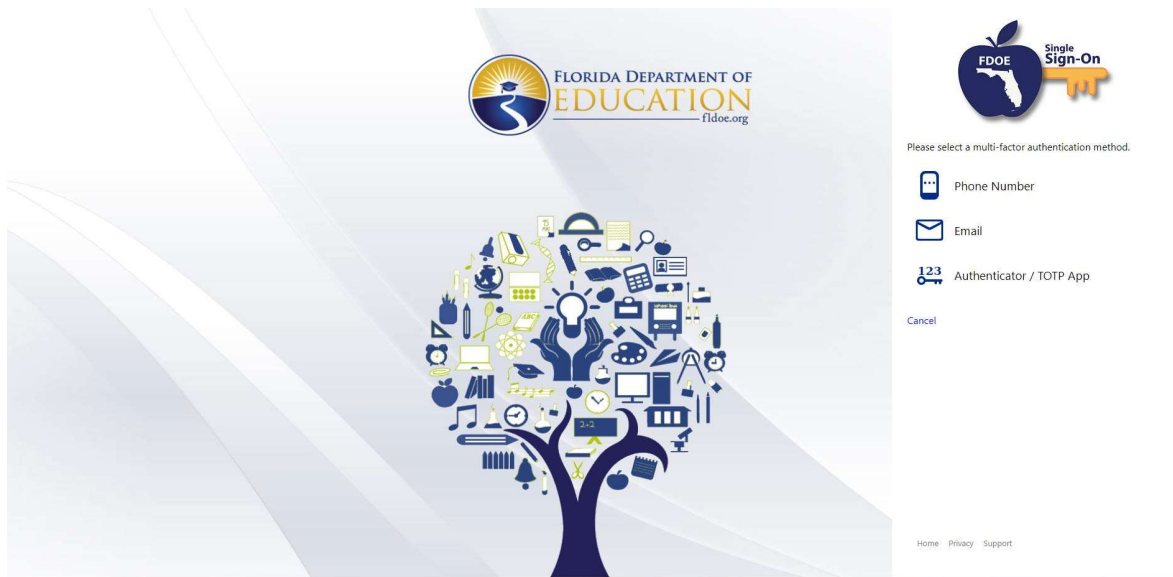
☒ **Acceptable Use Policy**
This policy applies to all users of Florida Department of Education information technology resources, whether affiliated with the Department or not.

Users are responsible for any activity originating from their accounts. Users shall not share their accounts and passwords. Use of an identity or password other than the user's own is prohibited. Users must conduct themselves in a responsible, safe, ethical, and legal manner while using Department information technology resources. Disruptive use of Department resources is not permitted. The Department may monitor the activity and accounts of any users. Users who violate this policy may be subject to disciplinary and/or legal action, including suspension, expulsion, dismissal, revocation of user access, or criminal prosecution by the appropriate law enforcement agency.

Continue

Cancel

The following page will display:



This page indicates the three options available to you for your multi-factor authentication.

- 1) Phone Number
- 2) Email
- 3) Authenticator/ TOTP app

Select your desired mode of multi-factor authentication for your Family Portal account.

Note: The selection you make will hold for all future sign in attempts. For instance, if you selected email for your multi-factor authentication, any time you attempt to log in to your family portal account, you will receive your one-time verification code as an email. For information on and for changing your multifactor authentication settings, please see your LEA Administrator.



Once you have selected your preferred mode of contact for the multi-factor authentication and entered the respective required information, click **Send Code**.

Send Code

A one-time verification code will be sent to you. Enter the Code and click **Verify Code**.

Send a new code

Verify Code

Cancel

The following page will display with your SSO login. An email will be sent with the same information.



FLDOE SSO LoginID for Family Test (Self-Registered)



Wed 11/13/2024 1:08 PM

----- Forwarded message -----

From: <DONOTREPLY@fldoe.org>

Date: Tue, Nov 12, 2024 at 3:33 PM

Subject: FLDOE SSO LoginID for Family Test (Self-Registered)

To: <[REDACTED]>

Welcome!

You are receiving this email because a Florida Department of Education Single Sign-On (FLDOE SSO) account was created on your behalf. With one username and password, you will be able to access multiple FLDOE SSO resources from the Department's portal at (<https://flssoportal.fldoe.org/>) as authorized by your sponsoring organization.

Your username is: O-[REDACTED]:@gmail.com

Your password was set during your account registration.

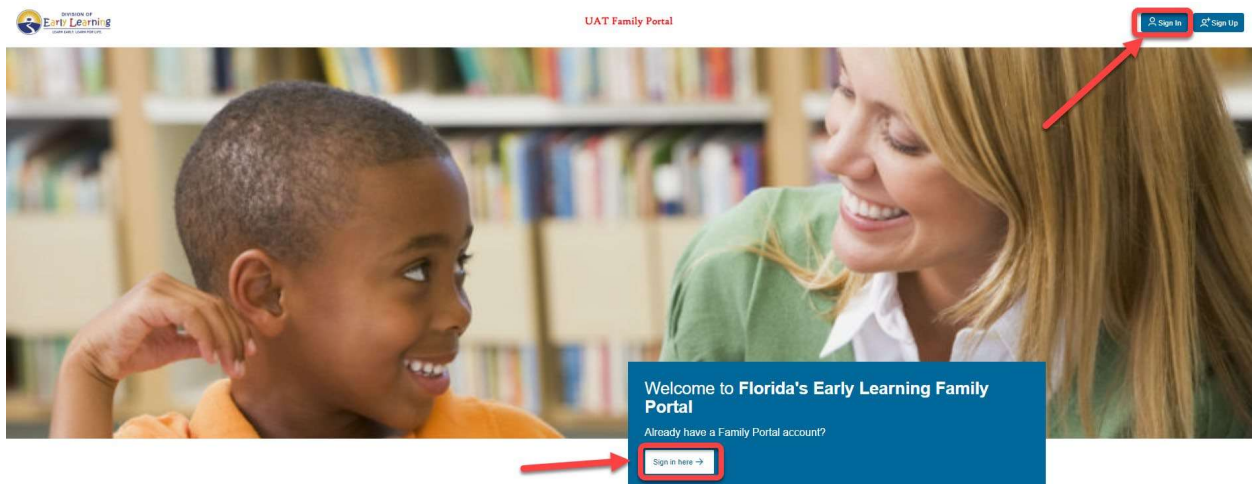
Please keep this email for your records; this information will not be sent again.

Thank you.

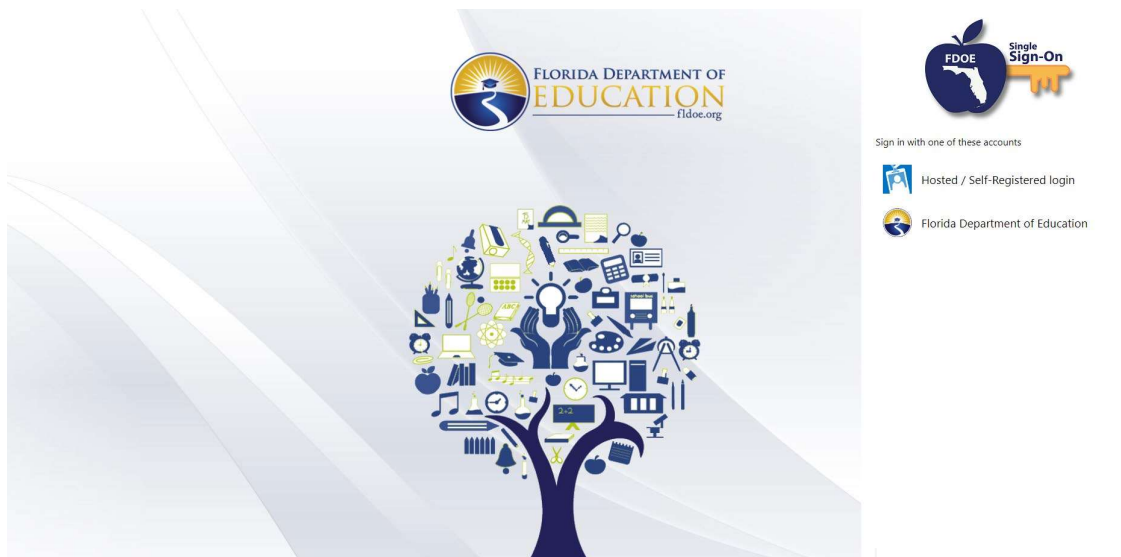
DO NOT REPLY TO THIS EMAIL.

This is an unmonitored address and replies to this email cannot be responded to or read. For assistance, please visit the FLDOE SSO Support page. Be cautious of email scams, the Department will never send you links within an email requesting personal information.

Return to the Family Portal home page. Click one of the **Sign In** buttons.



The following page will display:



Click **Hosted / Self- Registered login.**



Enter the SSO Login provided to you. Click **Sign In**.



If you forgot your SSO login/username, click **Forgot Sign In Name**. An email will be sent to the email address provided during account creation.

Enter your password and click **Continue**.



You will now be prompted to send an authentication code to your selected mode of authentication. Click **Send Code**.

The screenshot shows the Florida Department of Education (FDOE) Single Sign-On interface. On the left is a large graphic of a tree composed of various educational icons. The right side contains the authentication form. At the top right is the FDOE logo and the text "Single Sign-On". Below this, a message states: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." The "Phone Number" field is pre-filled with "XXX-XXX-XXXX". Below the field are three buttons: "Send Code" (highlighted with a red box), "Call Me", and "Cancel". At the bottom right, there are links for "Home", "Privacy", and "Support".

Note: The image above depicts the screen displayed for authentication through Phone Number. Authentication prompting screens for email and/or Authenticator/ TOTP app may vary.

Enter the code sent to you. Click **Verify Code**.

This screenshot shows the same FDOE Single Sign-On interface, but at the "Verify Code" step. The "Phone Number" field now contains "XXX-XXX-XXXX" and is highlighted with a red arrow. Below the field is a text input box for the code. Below the input box are two buttons: "Verify Code" (highlighted with a red box) and "Cancel". The "Send a new code" link is no longer visible. The rest of the page, including the tree graphic and footer links, remains the same.

UAT Family Portal

Login

Welcome!

Home > Family Portal > Family Profile

Household at a Glance

HR_0001940595

Parents	Other Household Members	Children Needing Care	Total Household Size
Del Test Parent (adult, female)	Del Test Other Member (adult, female)	Del Test Child 1 (infant, female, age 5) Del Test Child 2 (infant, male, age 5) Del Test Child 3 (infant, male, age 5) Del Test Child 4 (infant, female, age 5)	6

VPK Applications

There are no saved VPK applications associated with this account. Click the Create a new VPK application button to create a new VPK application.

Create a new VPK application

School Readiness Applications

Use the form below to view or update any previously created school readiness applications or to create a new school readiness application for your household.

Parent Name	Confirmation Number	Status	Last Updated	Action	View Application
DEL Test Parent	SR_0001488427	Inactive	10/6/2024	<button>View application</button>	<button>Download Application</button>
DEL Test Parent	SR_0001488461	Inactive	10/6/2024	<button>View application</button>	<button>Download Application</button>
DEL Test Parent	SR_0001488536	Inactive	10/7/2024	<button>View application</button>	<button>Download Application</button>

School Readiness Funding

[Download Consumer Education Statement](#)

The following table shows the School Readiness funding status for all of the children in your household.

Child Name	Screenings and Assessments	EV Number	Status	Enrollment Status	Provider Name	Payment Certificate
DEL Test Child 1	<button>Screening History</button>	EV_0001090303	Eligible	-	-	-
DEL Test Child 2	<button>Screening History</button>	EV_0001090384	Eligible	-	-	-
DEL Test Child 3	<button>Screening History</button>	EV_0001090392	Pending Eligibility	-	-	-
DEL Test Child 4	<button>Screening History</button>	EV_0001090396	Pending Eligibility	-	-	-

TO VIEW HISTORICAL PAYMENT CERTIFICATES AND/OR TERMS & CONDITIONS CLICK HERE

Please click the Update Eligibility button to update your family's eligibility.

Update Eligibility

Helpful Links

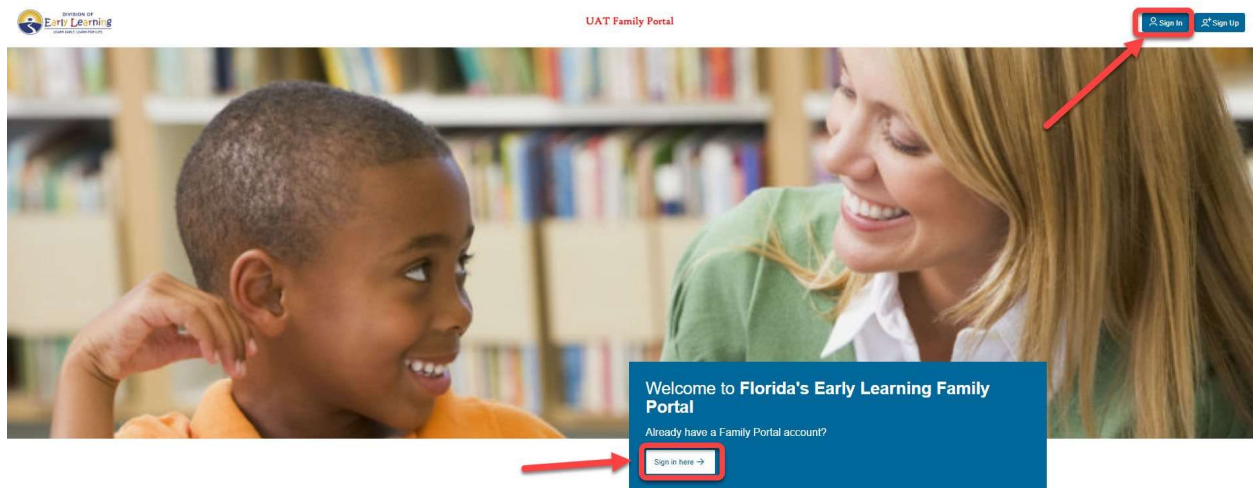
Baby Navigator - Resources to support your child's learning and development.
 The Division of Early Learning invites you to join Baby Navigator to access resources that will help you support your child's early learning. Join Baby Navigator from pregnancy until your baby is 18 months old. Everything is free for families. To join Baby Navigator, text ELC to 855-862-2291 or scan our QR code.

Please contact your early learning coalition for immediate assistance.
 This site is best viewed with Microsoft Edge. Download the latest version of [Microsoft Edge](#).

Returning User with Single Sign-on

Log on Process

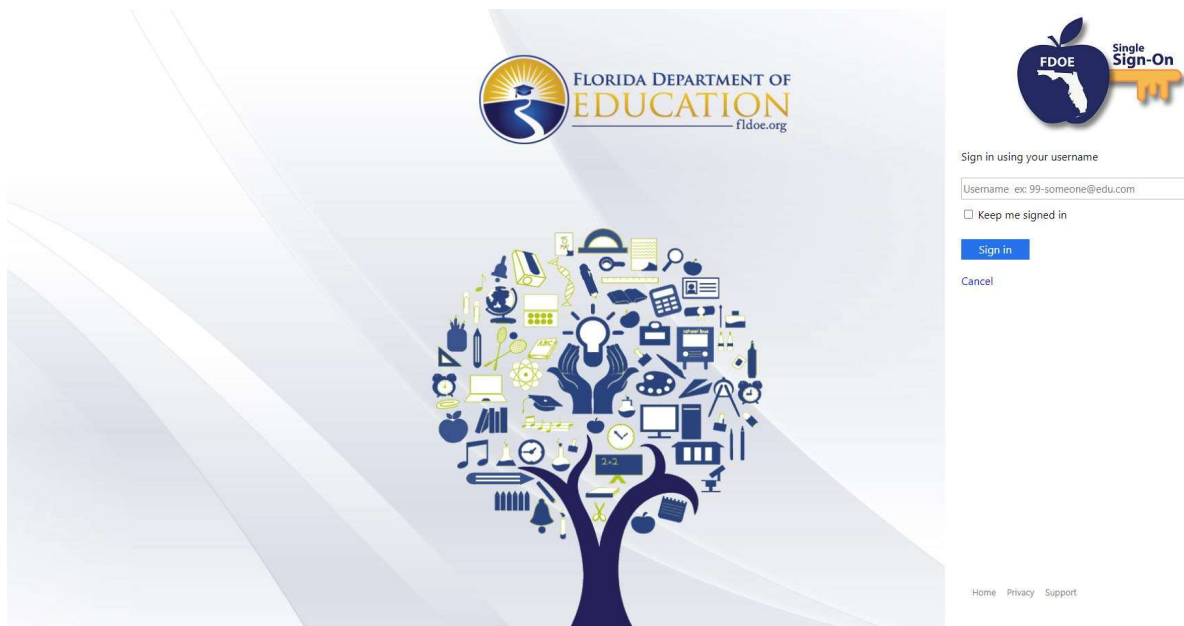
Family Portal users who have already created a Family Portal account can log on from the Family Portal welcome page by clicking one of the **Sign in** buttons.



Clicking either button will direct to Single Sign-On. The Following page will display:



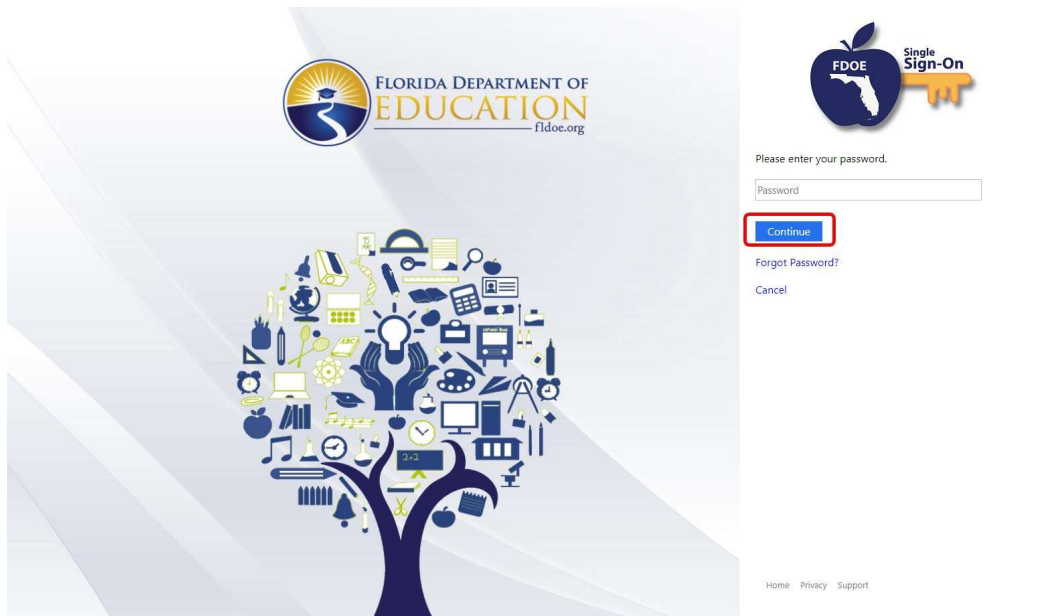
Click "Hosted/ Self Registered login". The Sign in screen will display.



Enter the username you received during the Single Sign-On set up process. Click **Sign in**.



The Password page will display. Enter your password and click **Continue**.



The screenshot shows the Florida Department of Education (FDOE) Single Sign-On interface. On the left is a large graphic of a tree composed of various educational icons. The top right features the FDOE logo and the text "Single Sign-On". Below this, the instruction "Please enter your password." is followed by a password input field. A red rectangular box highlights the "Continue" button. Below the button are links for "Forgot Password?" and "Cancel". At the bottom right, there are links for "Home", "Privacy", and "Support".

You will be prompted to send a one-time verification code at your established multi-factor authenticator. Click **Send Code**.



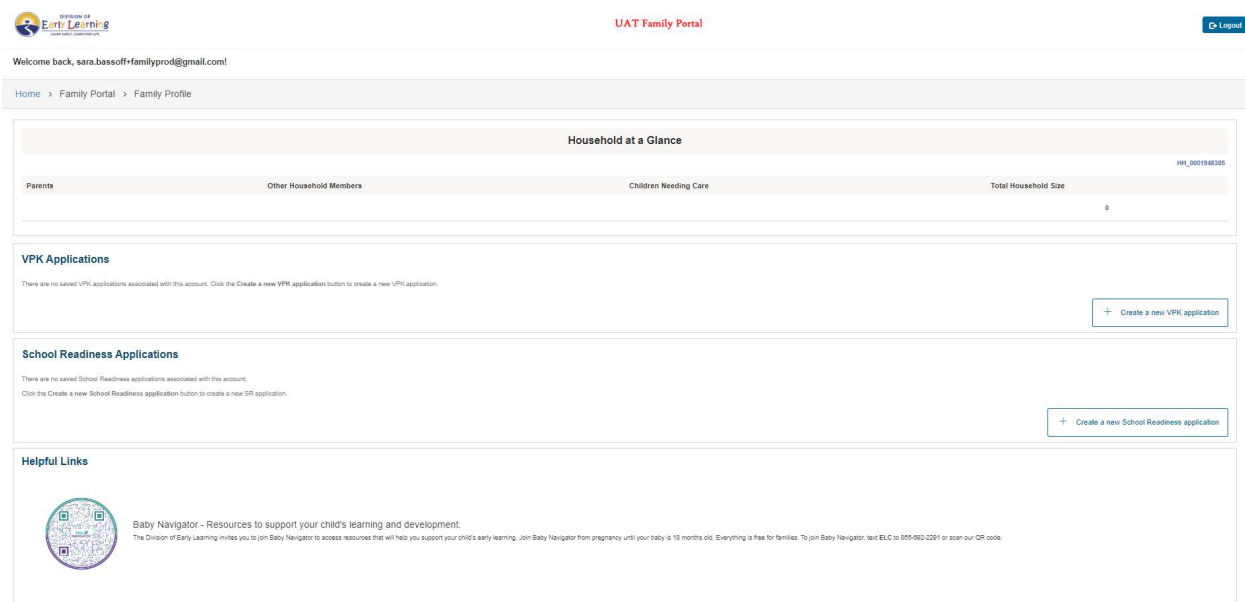
The screenshot shows the Florida Department of Education (FDOE) Single Sign-On interface for verification. On the left is the same educational tree graphic. The top right features the FDOE logo and the text "Single Sign-On". Below this, the text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." This is followed by a "Phone Number" field containing "XXX-XXX-XXXX". A red rectangular box highlights two buttons: "Send Code" and "Call Me". Below these buttons is a "Cancel" link. At the bottom right, there are links for "Home", "Privacy", and "Support".

Note: Phone number was chosen as the multifactor authenticator for this account. Screens pertaining to multifactor authentication through email and/or authenticator application may differ.

A code will be sent to you. Enter the code you receive and click **Verify Code**



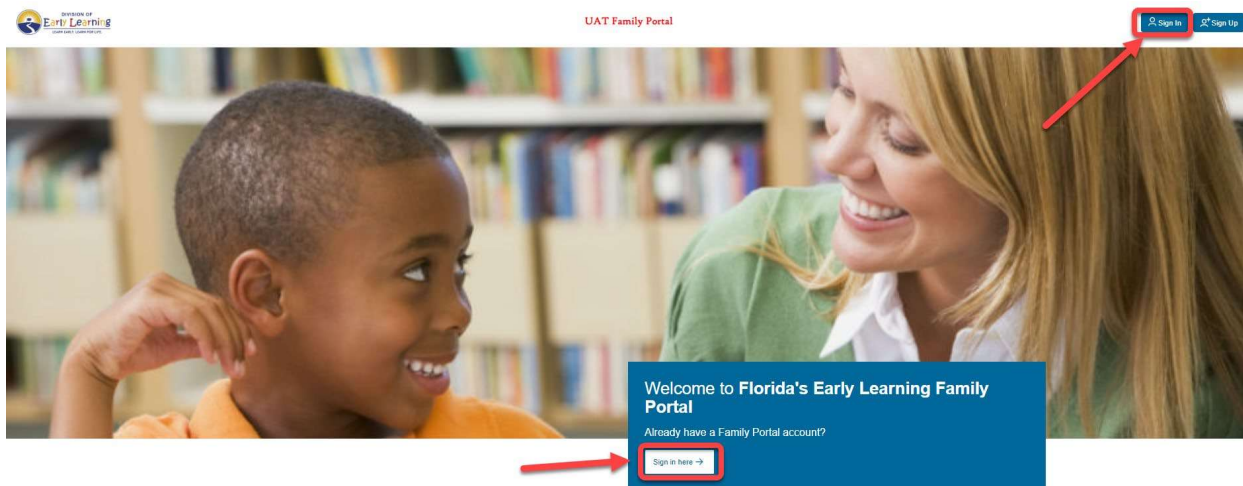
The home page of the Family Portal will display.



Password Recovery

If the Family Portal user cannot remember the password or wishes to change their password, the user will need to follow the forgot password process in the FDOE Single Sign-On Portal.

To begin the forgot password process in Single Sign-On, click one of the **Sign In** buttons on the Family Portal home page.



The FDOE Single Sign-On sign in page will display. Click **Hosted / Self-Registered login**.



Enter your SSO username. Click **Sign In**.



The image shows the Florida Department of Education (FDOE) Single Sign-On login page. The background features a large tree graphic composed of various educational icons. The FDOE logo is at the top left, and the 'Single Sign-On' logo is at the top right. The main heading is 'Sign in using your username'. Below this is a text input field for the username, with a red arrow pointing to it. The field contains the placeholder text 'Username ex: 99-someone@edu.com'. Below the username field is a checkbox labeled 'Keep me signed in'. Below the checkbox is a blue 'Sign in' button, which is highlighted with a red rectangle. Below the 'Sign in' button is a link for 'Forgot Sign In Name' and a 'Cancel' link. At the bottom right, there are links for 'Home', 'Privacy', and 'Support'.

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Single Sign-On

Sign in using your username

Username ex: 99-someone@edu.com

☐ Keep me signed in

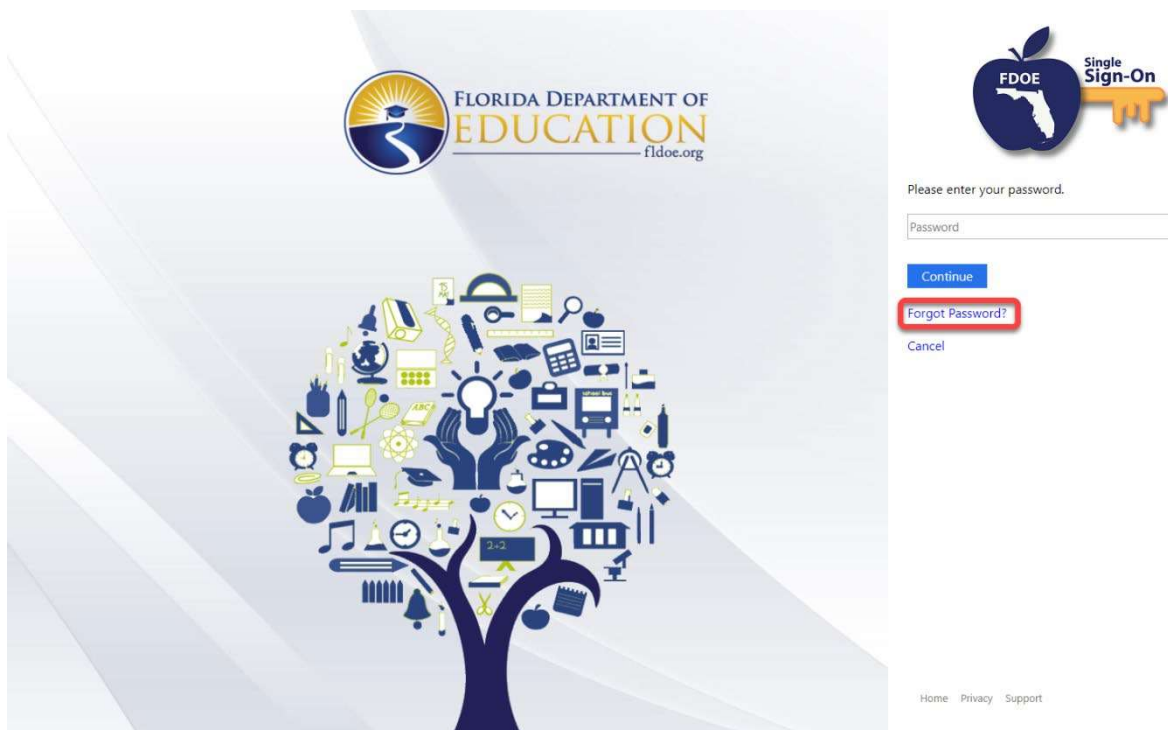
Sign in

[Forgot Sign In Name](#)

[Cancel](#)

[Home](#) [Privacy](#) [Support](#)

Click the **Forgot Password?** link.



The image shows the Florida Department of Education (FDOE) Single Sign-On password page. The background features the same large tree graphic composed of various educational icons. The FDOE logo is at the top left, and the 'Single Sign-On' logo is at the top right. The main heading is 'Please enter your password.' Below this is a text input field for the password. Below the password field is a blue 'Continue' button. Below the 'Continue' button is a red 'Forgot Password?' button, which is highlighted with a red rectangle. Below the 'Forgot Password?' button is a 'Cancel' link. At the bottom right, there are links for 'Home', 'Privacy', and 'Support'.

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Single Sign-On

Please enter your password.

Password


Continue

Forgot Password?

[Cancel](#)

[Home](#) [Privacy](#) [Support](#)

Verify the email address listed. Click **Send verification code**.



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Please verify your email address.

Send verification code


Continue

Cancel

Home Privacy Support

An email will be sent to the email address listed. Enter the code you received and click **Verify code**.

FloridaSSO account email verification code



Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

----- Forwarded message -----

From: **Microsoft on behalf of FloridaSSO** <msonlineservicesteam@microsoftonline.com>
Date: Tue, Nov 12, 2024 at 2:02 PM
Subject: FloridaSSO account email verification code
To: <[redacted]>

Verify your email address

Thanks for verifying your [redacted] account!

Your code is: [redacted]

Sincerely,
FloridaSSO






Please verify your email address.

Verification code has been sent. Please copy it to the input box below.

[Verify code](#) [Send new code](#)
[Continue](#)
[Cancel](#)
[Home](#) [Privacy](#) [Support](#)

Once the code has been verified, click **Continue**.



Please verify your email address.

The code has been verified. You can now continue.

[Change](#)
[Continue](#)
[Cancel](#)
[Home](#) [Privacy](#) [Support](#)

Enter and reenter your new password. Click **Continue**.



The screenshot shows the Florida Department of Education (FDOE) Single Sign-On interface. On the left is a large graphic of a tree composed of various educational icons. At the top center is the FDOE logo. On the right, the text "Please enter your new password." is followed by two input fields: "New Password" and "Reenter Password". Red arrows point to these fields. Below the fields are two buttons: "Continue" (highlighted with a red box) and "Cancel". At the bottom right, there are links for "Home", "Privacy", and "Support".

You will be prompted to send a code for multi-factor authentication. Click **Send Code**.



The screenshot shows the Florida Department of Education (FDOE) Single Sign-On interface for multi-factor authentication. On the left is the same tree graphic. At the top center is the FDOE logo. On the right, the text "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." is followed by "Phone Number XXX-XXX-9039". Below this are two buttons: "Send Code" (highlighted with a red box) and "Call Me". A "Cancel" link is at the bottom. At the bottom right, there are links for "Home", "Privacy", and "Support".

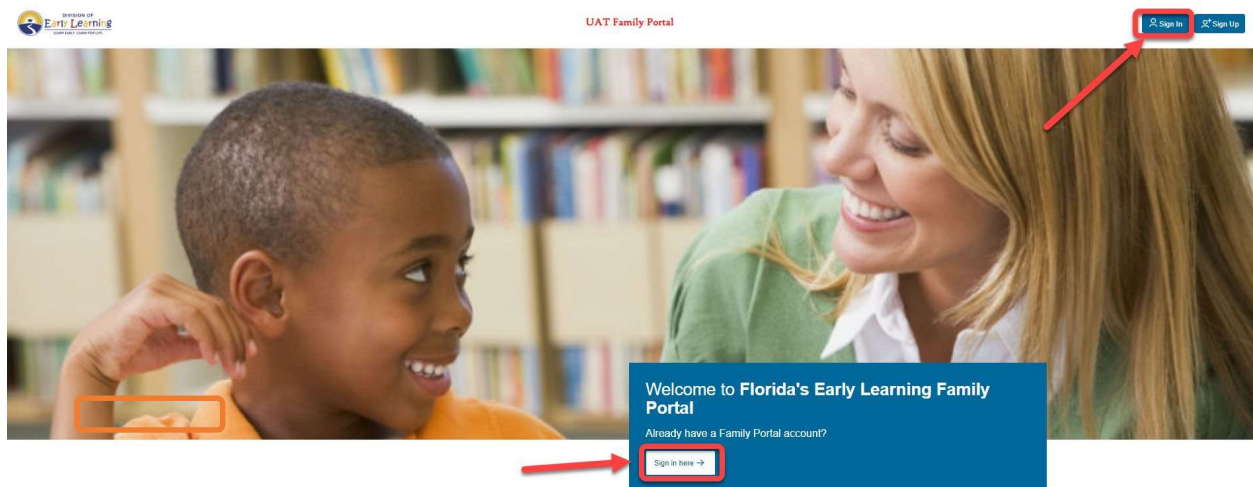
Enter the code sent to you. Click **Verify code**.



The screenshot shows the Florida Department of Education (FDOE) Single Sign-On verification page. On the left, there is a large graphic of a tree composed of various educational icons. The FDOE logo is at the top left. On the right, the 'Single Sign-On' logo is at the top. Below it, a message states: 'We have the following number on record for you. We can send a code via SMS or phone to authenticate you.' A 'Phone Number' field is shown with a red arrow pointing to a text input box. Below the input box are links for 'Send a new code', 'Verify Code' (highlighted with a red box), and 'Cancel'. At the bottom right, there are links for 'Home', 'Privacy', and 'Support'.

Forgot Sign In Name Process

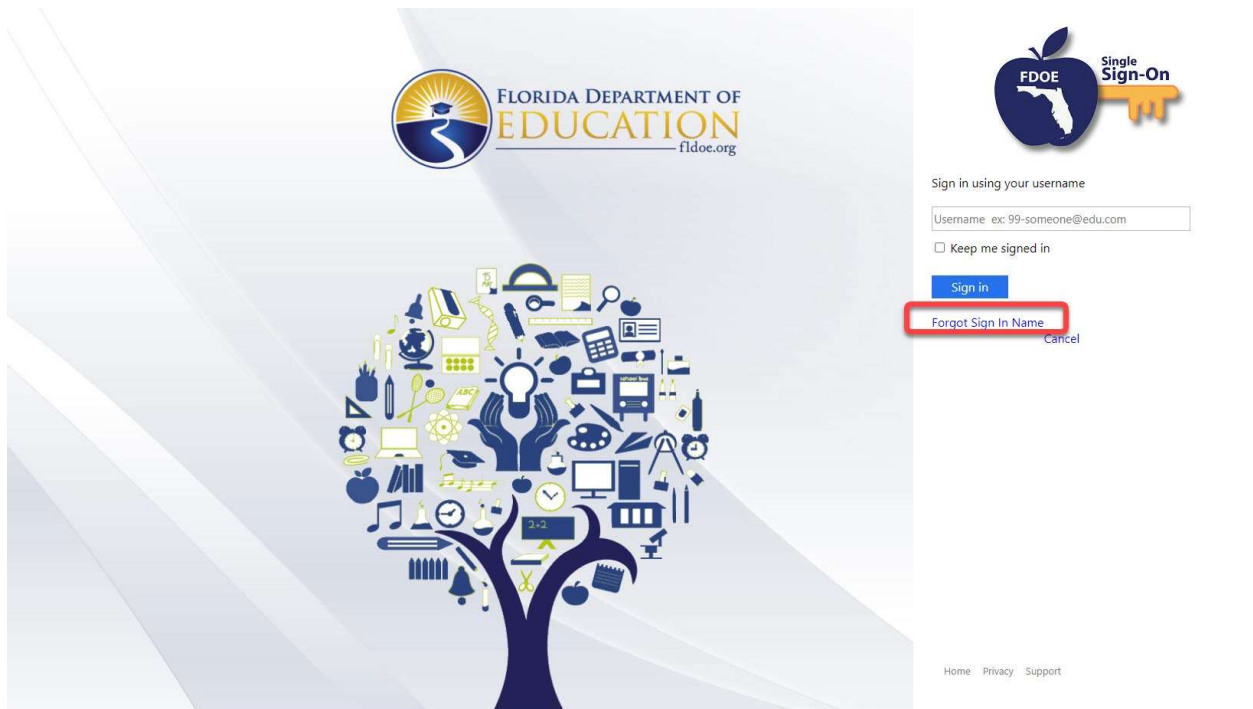
To begin the Forgot Sign In Name process in Single Sign-On, click one of the **Sign In** buttons on the Family Portal home page.



The FDOE Single Sign-On sign in page will display. Click **Hosted / Self-Registered login**.



Click **Forgot Sign In Name**.

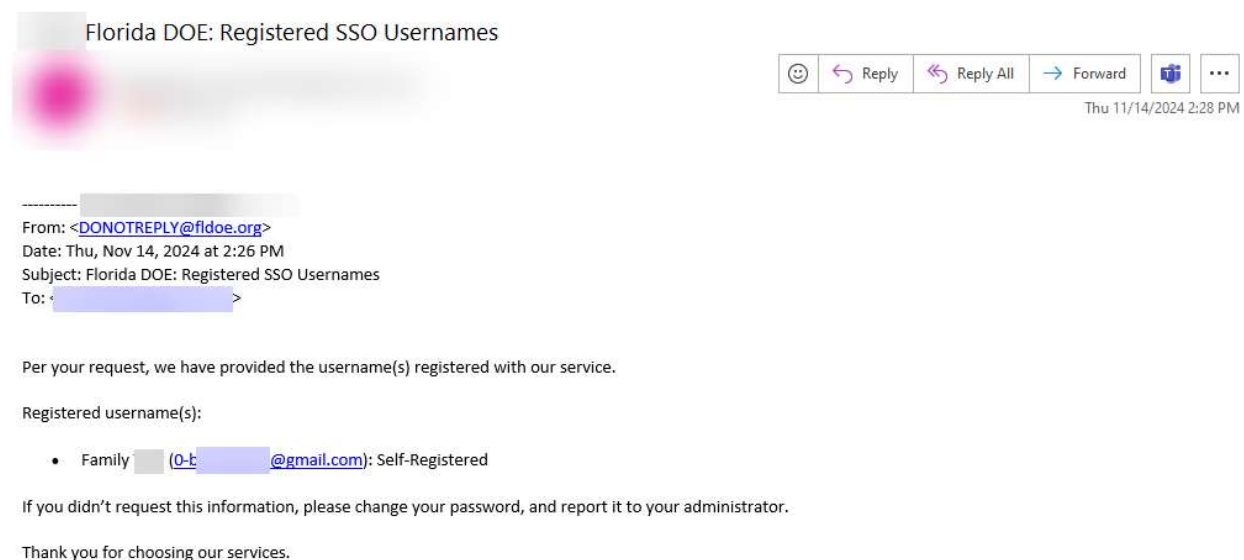


Enter your SSO email address. Click **Continue**.



The image shows the Florida Department of Education (FDOE) Single Sign-On (SSO) login page. On the left, there is a large graphic of a tree where the leaves are various educational icons like a lightbulb, microscope, book, and calculator. The FDOE logo is at the top center. On the right, there is a 'Single Sign-On' section with a blue apple icon containing the FDOE logo. Below this, it says 'Enter your email address' and has a text input field labeled 'SSO Email Address'. A red arrow points to a blue 'Continue' button. Below the button is a 'Cancel' link. A message below the button says: 'Enter your email address above and, if we can find it, we will send you your sign-in name.' At the bottom right, there are links for 'Home', 'Privacy', and 'Support'.

The following message will display. If a sign in name associated with the email address provided is found, an email will be sent.



The image shows an email message from Florida DOE: Registered SSO Usernames. The email header includes the subject 'Florida DOE: Registered SSO Usernames', a redacted sender, and a timestamp of 'Thu 11/14/2024 2:28 PM'. The email body contains the following text:

From: <DONOTREPLY@fldoe.org>
Date: Thu, Nov 14, 2024 at 2:26 PM
Subject: Florida DOE: Registered SSO Usernames
To: <[redacted]>

Per your request, we have provided the username(s) registered with our service.

Registered username(s):

- Family [redacted] (0-t [redacted]@gmail.com): Self-Registered

If you didn't request this information, please change your password, and report it to your administrator.

Thank you for choosing our services.