Frequently Asked Questions: ACHIEVE Family Portal

See Related: ACHIEVE Family Contact Validation FAQs 1

What is the ACHIEVE Family Portal? 1

Who can access the ACHIEVE Family Portal? 1

What does an ACHIEVE Family Portal account provide? 2

What information will be available to ACHIEVE Family Portal account holders? 2

How will IDEA Parents/Learners be invited to the ACHIEVE Family Portal? 2

How will IDEA Parents/Learners create an ACHIEVE Family Portal account? 3

What should IDEA Parents/Learners do if they do not receive an email invitation to create an ACHIEVE Family Portal account once the tool is deployed? 3

Will IDEA Parents who share an email address need to create a new email to invite both to the portal? 4

How do I validate IDEA Parents who currently share an email address in ACHIEVE? 4

Will IDEA Parents who do not provide an email address still have access to their learner's information? 4

What do each of the ACHIEVE Family Portal access types provide? 5

Can the ACHIEVE Family Portal access type be changed after account creation? 5

Will IDEA Parent(s) with multiple learners receiving services need a unique portal account for each learner? 5

Which consent forms can family members sign within the ACHIEVE Family Portal? 6

Who can we contact for additional support? 6

See Related: ACHIEVE Family Contact Validation FAQs

What is the ACHIEVE Family Portal?

As an extension of ACHIEVE, the new ACHIEVE Family Portal is an **optional** online account for IDEA Parents and eligible learners. It is designed to provide round-the-clock access to learner information.

Portal users may opt for the ability to view and sign consent forms electronically, access records, and view real-time progress reports on outcomes and goals. The portal is designed to empower families with information to support their engagement as active members of Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP) teams.

Back to Top of Frequently Asked Questions

Who can access the ACHIEVE Family Portal?

The following IDEA Parent relationship types can be invited to the family portal:

- Parent (Biological or Adoptive)
- Relative Acting as Parent (IDEA)
- Legal Guardian of Minor
- Legal Guardian of Protected Person
- Court Designee
- Power of Attorney
- Surrogate
- Special Education Learner
    - **Prior to reaching age of majority/date of rights transfer**: Special Education learners (aged 3-17) may be invited to create an account in the ACHIEVE Family Portal with view-only access by their IDEA Parent.
    - **Upon reaching the age of majority/date of rights transfer (whichever comes first)**: Learners will automatically be invited to create an account in the ACHIEVE Family Portal if a valid email address is on file.

**Foster Parents: Under Iowa law, foster parents are not parents under the IDEA and cannot be invited to the ACHIEVE Family Portal at this time. However, if a foster parent meets another IDEA definition of parent, such as kinship foster care placement (e.g., Relative Active as Parent (IDEA)) or qualifies as a Surrogate, the contact's relationship type should reflect the IDEA Parent status and would be eligible to create an ACHIEVE Family Portal account.*

Back to Top of Frequently Asked Questions

What does an ACHIEVE Family Portal account provide?

The ACHIEVE Family Portal has been created to provide an online tool for securely sharing a learner's educational records with IDEA Parents and eligible learners. Account holders will be able to:

- Access, download, and print learner records at your convenience
- See accomplishments and real-time progress towards learner outcomes and goals
- Receive meeting notices and view a calendar of upcoming meetings and due dates
- View and print/sign consent forms
- Complete family engagement surveys

Back to Top of Frequently Asked Questions

What information will be available to ACHIEVE Family Portal account holders?

The ACHIEVE Family Portal is designed to provide a copy of all finalized learner records that are stored in ACHIEVE. This includes Service Logs, Progress Monitoring, Prior Written Notices, Meeting Notices, finalized IFSPs, IEPs, BIPs, etc., as well as draft documents that teams choose to push to the portal. All documents uploaded on the IFSP/IEP side of ACHIEVE will also appear in the Documentation stepper, including legacy records.

Back to Top of Frequently Asked Questions

How will IDEA Parents/Learners be invited to the ACHIEVE Family Portal?

IDEA parents of **Early ACCESS Learners** who meet the following criteria will be eligible to receive an invitation to create an ACHIEVE Family Portal account once the tool is launched:

- A Consent for Early ACCESS Services (for learners under age 3) has been signed/approved by an IDEA Parent *(NOTE: Only **one** IDEA Parent signature is required.)* **and**
- IDEA Parent has provided a valid, unique email address to IFSP Service Coordinator **and**
- IDEA Parent email address and relationship type have been validated in ACHIEVE

IDEA parents and **Special Education Learners** who have reached the age of majority who meet the following criteria will be eligible to receive an invitation to create an ACHIEVE Family Portal account once the tool is launched:

- A Consent for Special Education & Related Services (for learners age 3-21) has been signed by an IDEA Parent *(NOTE: Only **one** IDEA Parent signature is required.)* **and**
- IDEA Parent has provided a valid, unique email address to IEP Facilitator **and**
- IDEA Parent email address and relationship type have been validated in ACHIEVE

Once these criteria are met, ACHIEVE will automatically send emails on a nightly basis to IDEA Parents and Special Education Learners who have reached the age of majority with information on how to establish an ACHIEVE Family Portal account.

Back to Top of Frequently Asked Questions

How will IDEA Parents/Learners create an ACHIEVE Family Portal account?

An email will automatically be sent to eligible IDEA Parents and Special Education Learners who have reached the age of majority who meet the criteria above. The name of the Learner's IFSP or IEP case owner will appear in the email inviting them to create an account in the ACHIEVE Family Portal.

The email invitation (subject: ***You're invited to join the ACHIEVE Family Portal***) will contain a one-time use link for eligible contacts to begin the ACHIEVE Family Portal registration process.

IDEA Parents and Special Education Learners will be required to validate learner information, create an ACHIEVE Family Portal password, and review and accept the Terms and Conditions to create their account. Users requesting interactive access to the ACHIEVE Family Portal will be required to acknowledge their consent to receive email communication from ACHIEVE.

NOTE: If AEAs/LEAs wish to communicate with family contacts electronically outside of the ACHIEVE Family Portal, an approved Consent for Electronic Communication is still required.

Back to Top of Frequently Asked Questions

What should IDEA Parents/Learners do if they do not receive an email invitation to create an ACHIEVE Family Portal account once the tool is deployed?

If IDEA Parents and/or Learners who have reached the age of majority believe they have met these criteria, but have not received an email invitation to the ACHIEVE Family Portal, they may contact achievesupport@iowa.gov for assistance.

IFSP/IEP case owners can add, confirm, or update email addresses on behalf of IDEA Parent and age-of-majority Learners on the ***Family Contact*** stepper in ACHIEVE. Once all criteria are met, invitations to the ACHIEVE Family Portal will be sent to eligible contacts immediately. An "Invite to Portal" button will also appear for eligible contacts to allow case owners to manually (re)send email invitations. Edits made to a contact's email address by IFSP/IEP team members will automatically update that user's ACHIEVE Family Portal username/email address.

Back to Top of Frequently Asked Questions

Will IDEA Parents who share an email address need to create a new email to invite both to the portal?

Yes, the ACHIEVE Family Portal has been created to provide an online tool for securely sharing educational records with parents/legal guardians and eligible learners, similar to health portals.

In order to create an account, each IDEA Parent contact will require a unique email address, which serves as the contact's username. ACHIEVE Family Portal access and log-in information are not intended to be shared amongst family members to ensure IDEA privacy requirements are upheld.

Creating an account is optional. **Account access is not intended to replace peer-to-peer communication with your IFSP/IEP team.**

Back to Top of Frequently Asked Questions

How do I validate IDEA Parents who currently share an email address in ACHIEVE?

Each family contact requiring validation should:

- Be included on a unique row within the ACHIEVE Family Contact Information table
- Have a unique email address

If IDEA Parents currently share the same email address, only one person may utilize that account for ACHIEVE Validation purposes and access to the ACHIEVE Family Portal. Use your best judgment or contact the IDEA Parents directly to determine who should be validated with the shared email address. The other IDEA Parent may either be validated without an email address or may provide you with another unique account.

Back to Top of Frequently Asked Questions

Will IDEA Parents who do not provide an email address still have access to their learner's information?

Yes, the ACHIEVE Family Portal has been created to provide an online tool for securely sharing educational records with parents/legal guardians and eligible learners, similar to health portals.

Creating an account is optional. **Account access is not intended to replace peer-to-peer communication with your IFSP/IEP team.**

Parents/legal guardians and learners who have reached the age of majority/date of rights transfer maintain the right to access, inspect, and review educational records upon request. IFSP/IEP teams must provide paper copies of learner records and information upon request.

Back to Top of Frequently Asked Questions

What do each of the ACHIEVE Family Portal access types provide?

All ACHIEVE Family Portal account holders can complete family surveys and view, download, and print unsigned consent forms and IFSP/IEP records. This includes Meeting Notices, Prior Written Notices, progress monitoring data, and more.

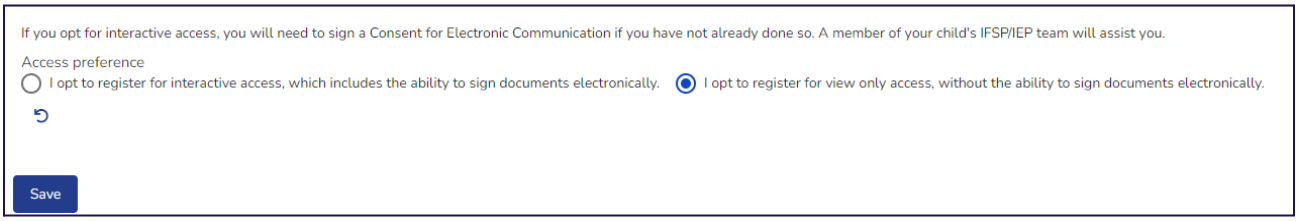
Account holders may decide whether they prefer to have interactive or view-only access:

- The **Interactive** option allows you to view records, sign consent forms electronically, and receive emails when new items are available to review and sign.
- The **View-Only** option allows you to view records, but you will not be able to sign consent forms electronically. This option also prevents you from receiving emails when new documents are available to review.

Back to Top of Frequently Asked Questions

Can the ACHIEVE Family Portal access type be changed after account creation?

Yes, to change access type after an account has been created, users must log into their ACHIEVE Family Portal account. Access settings may be changed by clicking on the user's name in the upper right hand corner, then going to "Settings" to choose the type of desired access. Users must click "Save" to update access settings.



Back to Top of Frequently Asked Questions

Will IDEA Parent(s) with multiple learners receiving services need a unique portal account for each learner?

No, each IDEA Parent will have the ability to create one ACHIEVE Family Portal account. If an IDEA Parent has multiple learners with signed consent to receive either Early ACCESS or Special Education services, both learners can be connected to the same ACHIEVE Family Portal user account.

Back to Top of Frequently Asked Questions

Which consent forms can family members sign within the ACHIEVE Family Portal?

Access to the ACHIEVE Family Portal will not be granted until after a Consent for Early ACCESS Services or Consent for Special Education & Related Services has been signed/approved.
This means that the following consent forms cannot be signed electronically in the ACHIEVE Family Portal. They must either be printed for physical signatures OR signed electronically in ACHIEVE by the family member in collaboration with IFSP Service Coordinators or IEP Facilitators:

- Consent for Early ACCESS Evaluation and Assessment
- Consent for Post-Referral Screening
- Consent for Early ACCESS Services
- Consent for Full and Individual Initial Evaluation
- Consent for Special Education & Related Services

However, once ACHIEVE Family Portal access has been granted, the following consent forms can be signed electronically by families via their account:

Early ACCESS Learners:

- Consent for Medicaid Reimbursement for IFSP Services
- Consent to Release and Exchange Information

Special Education Learners:

- Authorization to Release and Exchange Information
- Consent for Medicaid AEA
- Consent for Homeschooling
- Consent for Medicaid LEA
- Consent for and Prior Written Notice of Reevaluation for Special Education
- Consent to Receive Electronic Communication
- Consent to Release Information to and from Iowa Vocational Rehabilitation Services

Back to Top of Frequently Asked Questions

Who can we contact for additional support?

The Iowa Department of Education will provide Help Desk support to address questions from Early ACCESS and Special Education providers as well as families. Questions from family members may be submitted via an ACHIEVE Family Portal Support Request. IFSP and IEP teams are encouraged to submit a ticket in ACHIEVE.

Back to Top of Frequently Asked Questions