



## Parent Authentication Issue Reporting Form

Information Technology Services (ITS)

### Schools and District Offices:

For ITS to better troubleshoot and help schools and district offices assisting parents during their transition to the new parent authentication process, please complete and attach this form to any ISM incident you submit on behalf of a parent experiencing issues signing into their Dadeschools Mobile App or portal.

1. Parent Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

2. Is the parent using the Dadeschools Mobile App or Web Browser on a computer?  
Mobile App                      Computer

3. Provide the email address of the Apple ID or Google ID they are signing in with.  
\_\_\_\_\_

4. Provide the original "P" account number, if they had one, and email address from their original Parent Portal.

Parent Account Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

5. Provide each child's Student ID number: \_\_\_\_\_

**Please upload an image of the issue to the ISM incident.**