Set Up Parent Access on a School Account

If your child has a DreamBox Learning account through their school, you will be able to set up parent access to a Family Dashboard that allows you to monitor your child's progress.

Click the links above to watch video instruction on setting up parent access.

New Users                    Current Users

HOW TO SET UP PARENT ACCESS

To set up parent access, your child must first log in to their school account. You will need:

- a laptop or desktop computer (setup will not work on an iPad)
- internet browser (such as Google Chrome) with Adobe Flash enabled
- a parent letter from your school which contains the school’s unique website URL

1) Open an internet browser on your computer. We recommend Google Chrome because it automatically includes Adobe Flash.

2) In the website address bar, enter your school’s unique login website address. You may have received an invitation letter from your student's teacher with this website address. If you do not know the address, please contact the teacher.

3) The student will log in to their account the same way they do at school. The login method can vary depending on the school. For detailed login instructions, please click HERE.

Note: If your student does not know their username and password, please contact their teacher for that information. DreamBox will never share student information.
4) With the student logged in, click the **Set up parent access** link in the bottom-right corner of the screen. The Parent Account Setup page will open.

5) Enter the email address and password you would like to use to access your Family Dashboard, then click **Submit** to create your account.

If you have previously set up a parent account, click **I am a current customer** and enter the email address and password on your account.
6) With the account created and your student linked, you can choose to:

- let your child return to the play environment
- link another student from the same school by repeating the steps above, or
- access your Family Dashboard.

*Note: It can take up to 24 hours for the student's data to appear in your Family Dashboard.*

**RELATED**

**HOW TO LOG IN TO YOUR FAMILY DASHBOARD**

After setting up parent access, you can log in to your Family Dashboard using the email address and password you entered.


2) Enter your email address and password. If you have forgotten your password, click **Parent** under "Forgot your password?" and enter your email address when prompted. You will receive an email with instructions to reset your password.

3) Click **Log In** to log in to your Family Dashboard.
For information on the Family Dashboard, click [HERE].

**TROUBLESHOOTING**

**I DO NOT SEE THE 'SET UP PARENT ACCESS' LINK**

If you are using an iPad, you will not be able to set up parent access. The link will only appear when your student logs in on a computer.

If you do not see the *Set up parent access* link on a computer, the student may have already been linked to a parent account. Please confirm that you have not already set up parent access and that the student has not been linked to another family member's account. Contact us at [support@dreambox.com](mailto:support@dreambox.com) if you continue to have difficulty.

**MY STUDENT'S NAME IS ALREADY BEING USED ON MY ACCOUNT**

While setting up parent access, you may receive the error message: *First name is already being used by a student on this account*. You cannot have duplicate student names on your Family Dashboard. If you receive this message, you may have already linked an account for your student, such as through a Free Home Trial or a Home Subscription. You will either need to change the name on the existing account or delete it.

1) Log in to your Family Dashboard and open *Account Settings* from the top-right drop-down menu.
2) Select **Student Information**.

3) Locate the student's name you need to change and click **Edit Student Information**. If the student's trial or subscription has already expired, you will need to delete the account by clicking **Delete Student**.

4) Edit the student's first name. We suggest adding "old" or "trial" to the beginning of the student's name.
5) Click **Save** to keep the new name.

6) You will now be able to add the student's school account to your Family Dashboard. Repeat the steps to set up parent access and be sure to select **I am a current customer**.