

Family Portal

The link to access the Family Portal website is <https://familyservices.floridaeearlylearning.com>.

Resource & Referral
Florida's Child Care Resource and Referral (CCR&R) is a free, confidential service that helps families find quality, affordable child care options. CCR&R also provides information about early learning programs, financial assistance, and other resources. Services are based on each family's needs. Financial assistance and referrals to other community resources and programs are also available.
[Learn More About CCR&R](#)

School Readiness
Florida's School Readiness Program is a free financial assistance program for low-income families to help pay for child care and other expenses. Families who are eligible for the program can receive up to \$1,000 per month. Services are based on individual needs and range from a one-time fee to ongoing support.
[Apply for School Readiness](#)

VPK
Florida's Voluntary Prekindergarten Education Program is a free educational program that prepares 4-year-olds for kindergarten and beyond. Children must live in Florida and be 4 or 5 on the first day of the school year. Parents can choose from public VPK, private VPK, or public schools and school systems. Parents of 4-year-olds who have not received a VPK offer outside the classroom setting may be eligible for additional services.
[Apply for Voluntary Prekindergarten](#)

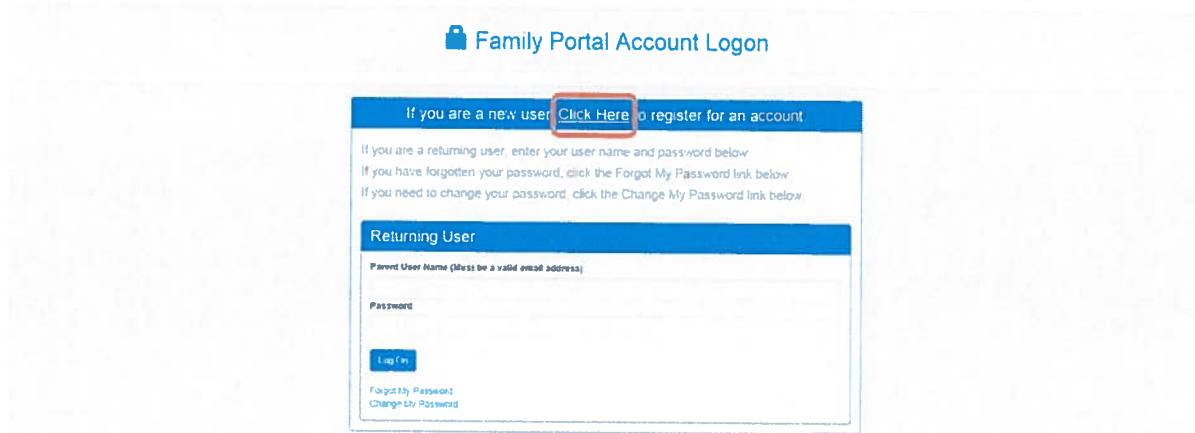
[Already have a Family Portal account? Sign in here](#)

On the main page, there are four main links:

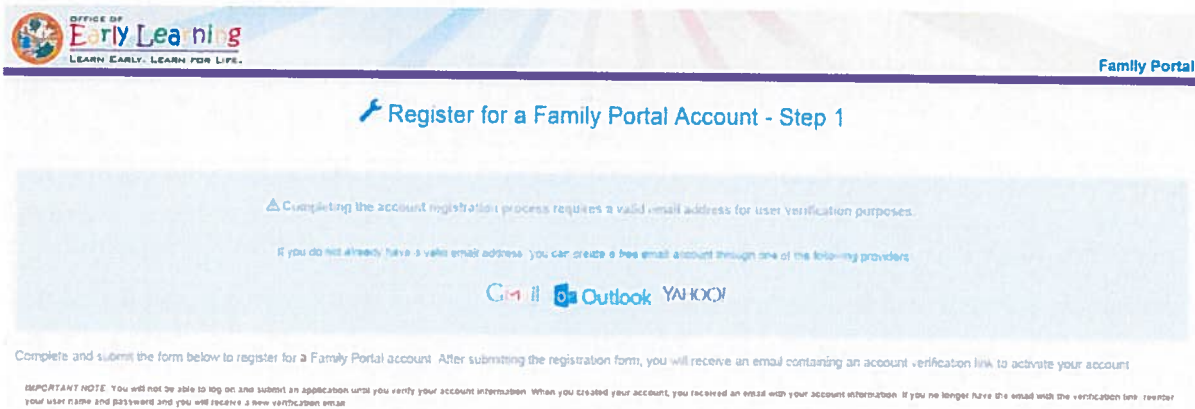
- Learn More About CCR&R – Goes to the Office of Early Learning Child Care Resource & Referral information page.
- Apply for School Readiness – Goes to the Family Portal logon page.
- Apply for Voluntary Prekindergarten – Goes to the logon page.
- Already have a Family Portal account? Sign in [here](#) – Goes to the logon page.

Creating a Family Portal Account

First-time users must register for an account to access the Family Portal.



Click the **Click Here** link to start the new account registration process and the following page will display:

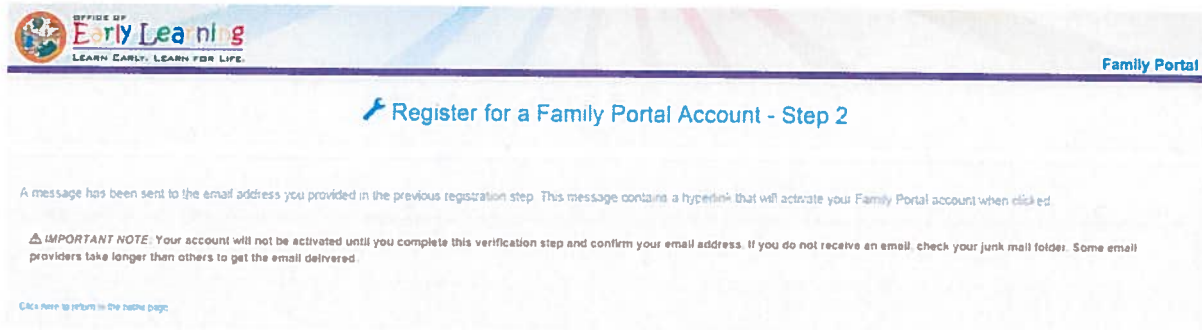


A valid email address is required for the registration process. If a Family Portal user does not have an email address, then the user can click one of the links to create an email address.

The user must create a password. The password must contain at least eight characters with no spaces.

The user must click the **Register my Account** button to complete step 1 of the Family Portal account registration process.

Once the Family Portal user submits a request for an account registration, the following page will display:



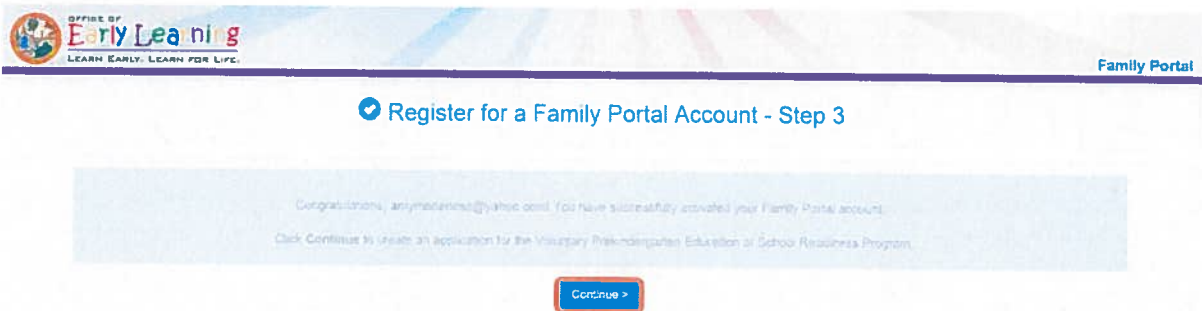
The Family Portal user should access an email account and find the email sent by **DONOTREPLY@oel.myflorida.com**.

Email Message:



The Family Portal user must click the **Activate My Account** link to validate the email address and complete the registration process.

After the Family Portal user clicks the activation link, the following page will display:



The Family Portal user must then click the **Continue** button to log on to the account.

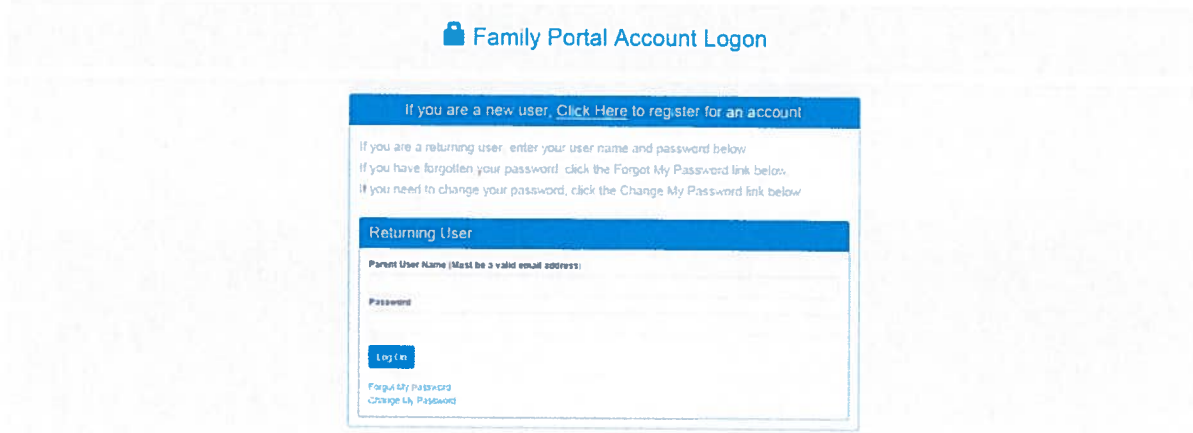
Family Portal Returning User

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 the **Sign in [here](#)** link.

 Already have a Family Portal account? Sign in [here](#)

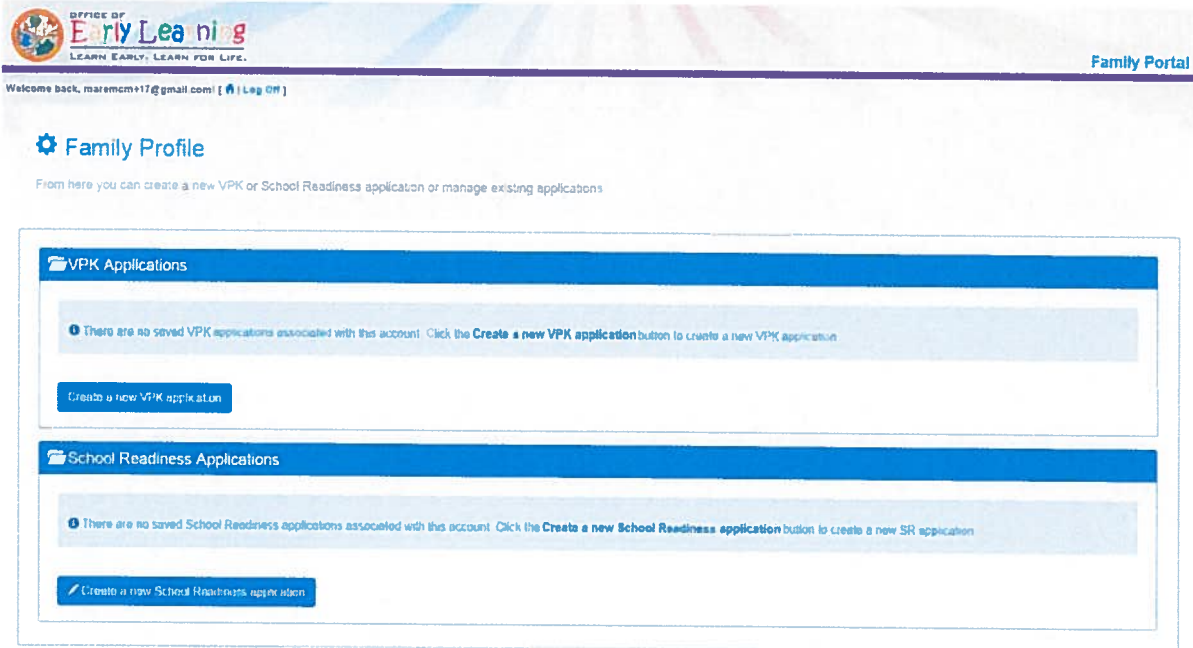
The following page will display:



The screenshot shows the 'Family Portal Account Logon' page. At the top, there is a blue header with a lock icon and the text 'Family Portal Account Logon'. Below this, a white box contains instructions: 'If you are a new user, [Click Here](#) to register for an account.' It also provides links for 'Forgot My Password' and 'Change My Password'. A 'Returning User' section features two input fields: 'Parent User Name (Must be a valid email address)' and 'Password'. A blue 'Log On' button is positioned below the fields. At the bottom of the white box, there are links for 'Forgot My Password' and 'Change My Password'.

The Family Portal user must enter the User Name (email address) and Password and click the **Log On** button to sign in to the account.

The following page will display:



The screenshot shows the 'Family Profile' page. At the top left is the 'OFFICE OF Early Learning' logo with the tagline 'LEARN EARLY. LEARN FOR LIFE.' At the top right is the 'Family Portal' label. Below the header, a navigation bar shows 'Welcome back, maremc17@gmail.com | Log Out'. The main content area is titled 'Family Profile' with a gear icon and a sub-header: 'From here you can create a new VPK or School Readiness application or manage existing applications'. Two main sections are visible: 'VPK Applications' and 'School Readiness Applications'. Each section contains a message: 'There are no saved [VPK/School Readiness] applications associated with this account. Click the **Create a new [VPK/School Readiness] application** button to create a new [VPK/School Readiness] application.' Below each message is a blue button labeled 'Create a new [VPK/School Readiness] application'.

Password Recovery

If the Family Portal user cannot remember the password, the user can click the **Forgot My Password** link on the Logon page.

Family Portal Account Logon

If you are a new user, [Click Here](#) to register for an account.

If you are a returning user, enter your user name and password below.
If you have forgotten your password, click the [Forgot My Password](#) link below.
If you need to change your password, click the [Change My Password](#) link below.

Returning User


Parent User Name (Must be a valid email address)

Password

[Log On](#)

[Forgot My Password](#)
[Change My Password](#)

Clicking the **Forgot My Password** link will display the following page:

 OFFICE OF **Early Learning**
LEARN EARLY. LEARN FOR LIFE. Family Portal

Forgot Password


Enter your Parent User Name (Must be a valid email address) below and click Continue

After you click **Continue** the system will send a new password to the email address associated with your account

[Continue](#)

[Return to Logon Page](#)

The Family Portal user must know the email address used to register for the account. Once the Family Portal user enters an email address and clicks the **Continue** button, the following page will display:

 OFFICE OF **Early Learning**
LEARN EARLY. LEARN FOR LIFE. Family Portal

A new password was sent to the email address associated with your account

Please click Continue to go to the logon page

[Continue](#)

The Family Portal user should then access an email account and find the email sent by **DONOTREPLY@oel.myflorida.com**.

Email Message:

Your new password is **rtPWJSpj**

Click the [Family Portal Logon](#) link to log on with your new password.

You can change this new password at any time by clicking the [Change my Password](#) link on the Family Portal Logon page. You are receiving this message because you or someone else requested a new Family Portal password from this email address. Please disregard this email if you did not request a new password.

Do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your [early learning coalition](#).

The Family Portal user will find the new password within the email. The Family Portal user can keep the new password and click the [Family Portal Logon](#) or click the [Change my Password](#) link within the email.

Change Password Process

A Family Portal user can change the password at any point by clicking the [Change my Password](#) link on the Logon page to start this process.

 **Family Portal Account Logon**

If you are a new user, [Click Here](#) to register for an account.

If you are a returning user, enter your user name and password below.
If you have forgotten your password, click the [Forgot My Password](#) link below.
If you need to change your password, click the [Change My Password](#) link below.

Returning User

Parent User Name (Must be a valid email address)

Password

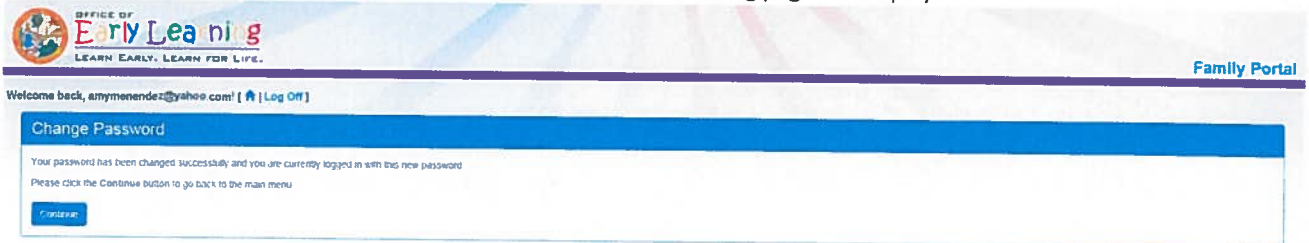
[Forgot My Password](#)
[Change My Password](#)

Clicking the **Change my Password** link will display the following page:



The Family Portal user must enter the User Name (email address), current password, new password and confirm new password. After entering the required fields, click the **Change Password** button to continue.

If the Family Portal user successfully changed the password, the following page will display:



Change User Name Process

A Family Portal user can change the User Name (email address) at any point by sending an email request to early learning coalition, who will then verify the request and send an email request to the OEL Service Desk (service.desk@oel.myflorida.com), listing the old email address and the new email address for the Family Portal.