

Clients/Parents:

The Early Learning Coalition of Santa Rosa is pleased to inform you that the Division of Early Learning (DEL) is upgrading the Family Portal with enhanced security and mobile-friendly functionality to ensure your user experience is safe and secure.

In order to transfer your user data to this upgraded environment the Family Portal will be off-line and unavailable from 4 pm Thursday March 20, 2025, until 7am Monday March 24, 2025. Please plan accordingly.

Returning Family Portal users will be required to re-Sign-Up and register for the Single-Sign-On in the new system. We understand that this may cause some inconvenience, but it is a crucial step in safeguarding your information.

Note: If you are an existing Family Portal parent, when registering, please use the same email address you currently use in the Family Portal to reclaim your account.

Please follow these steps to re-Sign-Up and register for Single-Sign-On:

(Beginning March 24th)

1. Visit the online portal at <https://familyservices.floridaearlylearning.com>
2. Click on the "Sign Up" link.
3. Follow the on-screen instructions to complete your registration.

If you encounter any issues during the Sign-Up process or have any questions, please email the help desk at [Service.Desk@del.fldoe.org] or call the Support Number [**850-717-8600**].

Thank you for your cooperation and understanding as we strive to provide a secure online environment for our community.