

SETTING UP PARENT ACCESS TO DREAMBOX

Watch this video - <https://dreambox.wistia.com/medias/en316baksw?vvideo=en316baksw>

OR (If the video won't open, follow these directions.)

1) 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.



2) 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.

Parent Account Setup

Please verify your student's name above. If this is correct, follow the directions below in order to setup a Parent account. This account will be linked to your student's profile and enable you to review your student's progress in DreamBox Learning.

I am a current customer

Email Address:

Password:

[Forgot your password?](#)

3) 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.

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.

- 1) Visit <https://play.dreambox.com/play/login>.
- 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.

If you have any questions, please contact DreamBox Support by calling them at 877-451-7845 (weekdays 5 a.m. to 5 p.m., Pacific Time), or emailing support@dreambox.com.

NOTE: The DreamBox Support team is unable to provide your child's login information and password for security reasons. Please reach out to your child's teacher directly for their DreamBox login information.

TROUBLESHOOTING

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

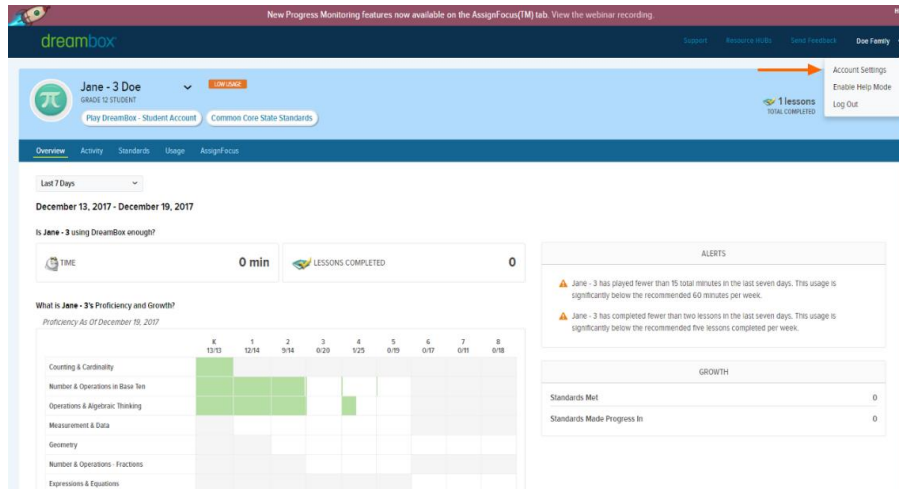
If you are using an iPad, you will not be able to set up parent access. The link will only appear when your student logs in on a computer.

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 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**.

B's Information

First Name: B
 Last Name: Pascal
 Gender: Male
 Language: English
 Grade: 3rd
 Time Zone: Pacific Time (US & Canada)
 School Name: The Academy

[Edit Student Information](#)

Subscription

B has a school plus home subscription from the class Amie's Class.

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**.