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Parent Access Setup and Questions

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Each school has a unique web address (URL) and code allowing access to the account at home on a computer and an iPad through the DreamBox Learning app. A **Parent Invitation** may have been issued to the student with instructions on accessing their account and setting up parent access. The student's username and password will be the same as the information they use in class, students will not need an email address in order to play from home.

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What if my Student Forgot Their Username and Password?

If you do not have their username and password and they do not remember it, we are not able to provide this information in order to protect student privacy. Please contact your school / student's teacher directly to request their username and password.

Accessing The Student Account from a Computer

To start, launch a web browser on your computer and enter in the unique web address (URL) provided by the school.
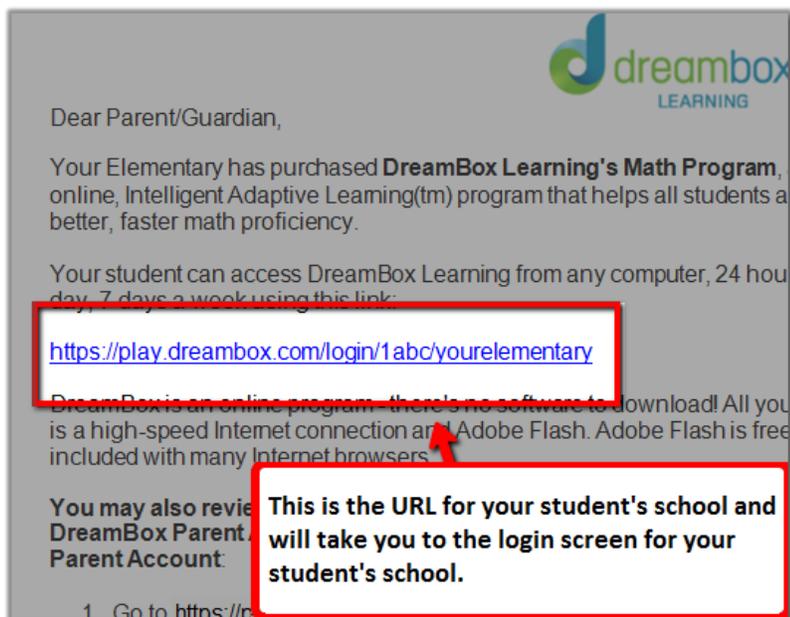
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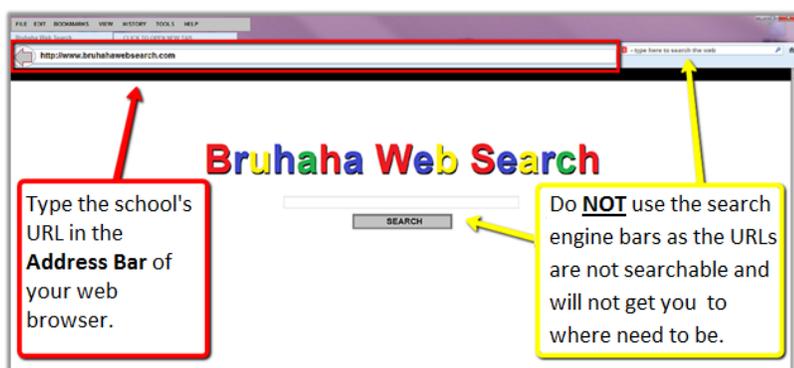
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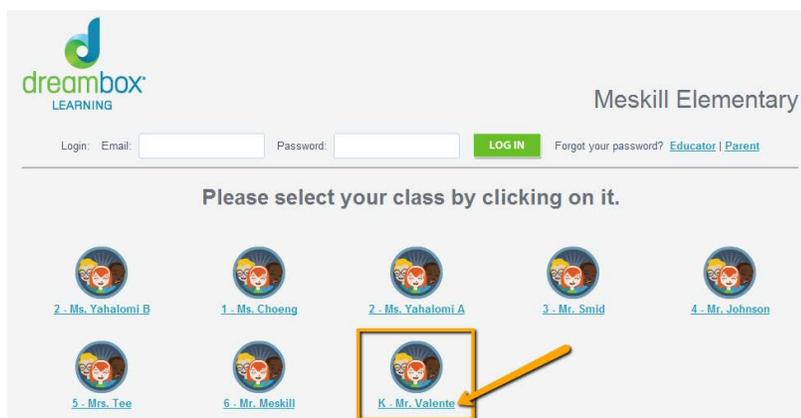How Educators Log Into DreamBox

How To Get The Most Out Of DreamBox Learning

Primary Lesson Icons (Grades K-2)

Locate this web address, and type it in your web browser's **Address Bar**. Be sure not to type this into a search engine (example: Google, Yahoo, Bing), as it will only provide search results.

Once you have accessed the school's login page, have the student select their classroom name or, if prompted, enter their username and password.
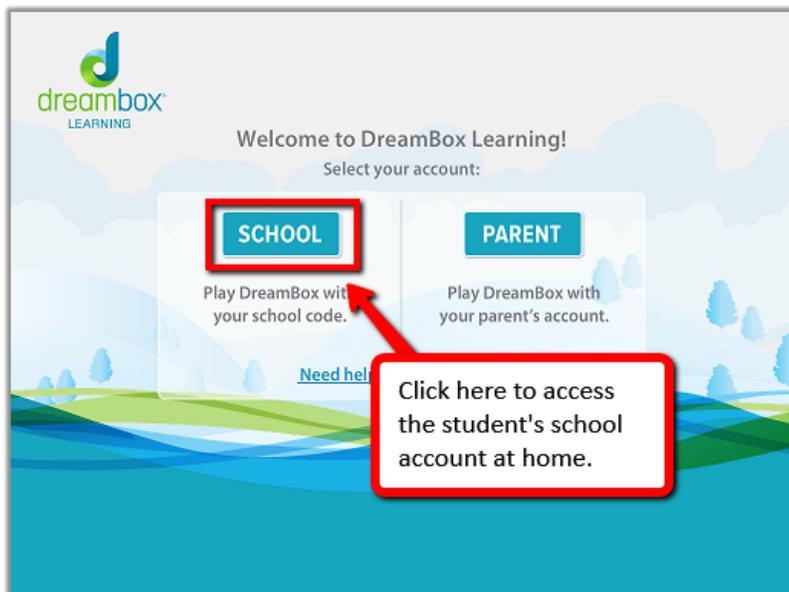

Should your child not have their login credentials (username/password), we ask that the student's teacher/school be contacted for further assistance as they have ownership of the account. For privacy/security reasons, we are unable to provide this information.

Accessing The Student Account from an iPad

After you have downloaded the app, the next step is to sign in using your school code so the app is ready for your student. Tap the **DreamBox Math** to launch DreamBox and bring up the **Welcome** screen.
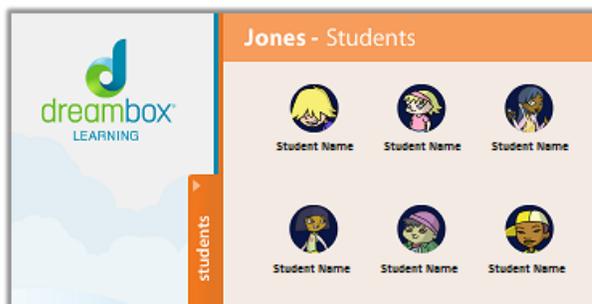Click **SCHOOL** to start setting up access.

Type in the school code and hit **PLAY**.

You will see a list of classrooms for your student's school, click your student's classroom to continue.

Depending on how your student accesses DreamBox at school, you will be presented with a list of student names if they use a picture password, or you will see a form asking for your student's username and password.

NOTE: Once you have entered in the school code, you will not need to enter it in again unless you remove the DreamBox app and download it again.

How to Set up Parent Access

NOTE: Setting up Parent Access can only be done when the student is logged in on a computer or Mac, you will not see the option to set up Parent Access if the student is logged in on an iPad.

After the student has logged in and their DreamBox session has started, click a link below the DreamBox Activity Window that says "**set up parent access**". Click the "***EXIT***" button and follow the online instructions to set up a new Family Dashboard account.

NOTE: If you already have a Family Dashboard, either through another student, a Home account, or because you signed up for a free trial in the past, make sure you select **"I am a current customer"** while setting up parent access.

No Parent Access Link Available

If no "Set up parent access" link appears, please make sure you are logging into the Student's DreamBox account on a computer or Mac and not on the iPad, as this option will not appear on the iPad.

If you had previously set up Parent Access with another email address, you will not see the link to set up access as the account has already been linked. Please contact DreamBox Learning Support for assistance in removing access and linking the correct account.

Linking a Second Student to Your Account

To link an additional student to your Family Dashboard, use the same process you used to link your first student with one difference, this time selecting the option that you are a current customer.

1) Open their DreamBox school page on your desktop or laptop computer (not your iPad) and sign in as your child.

2) Click the "Setup Parent Access" link in the bottom right hand corner of the screen. You will be prompted to exit the student version of DreamBox. Click the "Exit" button.

3) This time you ARE a current customer. When prompted, enter the personal email address and password you use to sign in to your Family Dashboard. This will link your child's school account to your Family Dashboard.

Repeat these steps if you have another student you'd like to link to your Family Dashboard.

Student Name Already Exists From a Trial

If a trial account was linked to your Family Dashboard previously and is conflicting with adding your current student account, the trial account information will need to be changed. To change the student information, open **Account Settings** from your Family Dashboard and from the left-hand side of the screen, select **Student Information**.

Locate the student's name from the trial account and click Edit Student Information. Our recommendation would be to add "old" to the beginning of the student's name and clicking **Save** to keep the new settings.

Follow through the steps again to add a student to your Family Dashboard, making sure to select the option

that you ARE a current customer. This will link your child's school account to your Family Dashboard.

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