

Lightspeed Parent Portal FAQ

CFISD is introducing Lightspeed Parent Portal as an optional service for families. The portal provides information and selected controls for a student's district-issued device outside of school.

About the Parent Portal

What is Lightspeed Parent Portal?

Lightspeed Parent Portal gives parents and guardians visibility into their child's online activity and a way to manage web access on district-issued devices outside of school hours.

Is participation required?

No. Creating a Parent Portal account is optional.

Does it cost anything?

No. The Parent Portal is provided by CFISD at no cost to families.

Invitations and accounts

How do I get started?

Locate the invitation email from Lightspeed to register your account. Then, follow the quick start guide to log in and connect to your student.

What if I do not see the Lightspeed email?

Check the spam or junk folder of the email account that is on file with the district. If you still cannot find the invitation or need help accessing your account, submit a Help Desk ticket at dash.cfid.net

Can I use one account for more than one student?

The portal is intended to connect a parent or guardian with their CFISD student(s). Parents who are listed as Guardian 1 or Guardian 2 during registration will receive a Welcome email to create an account.

What you can see and do

What information can I see?

The portal may show recent web activity, including websites or pages visited and whether activity was allowed or blocked. The information shown is determined by CFISD.

What controls are available?

The portal allows our families to schedule or pause web browsing and manage access to selected content or sites, this may take several minutes.

Does the portal change school-day access or filtering?

The portal is intended to provide visibility and selected controls for a student's district-issued device outside of school. The portal does not replace or override the filtering policies put in place by the district.

Does the portal replace talking with my student about online activity?

No. The portal can help families stay informed, but it is one tool to support conversations about safe and responsible technology use.

Can students bypass the district's internet safeguards?

No web browser or content filter is perfect. Students who actively look for ways around security safeguards may find a way to access inappropriate sites through tools like VPNs and other anonymizers. CFISD addresses these situations regularly and works to respond when they are reported. If you notice your child accessing an inappropriate site, please investigate how they reached it, then contact your child's campus or submit a Help Desk ticket at dash.cfisd.net.

What if a student uses an anonymizer to visit an inappropriate website?

Using an anonymizer to bypass district internet safeguards is not permitted. The CFISD Acceptable Use Policy (AUP) outlines expectations for appropriate technology use, and attempts to bypass these safeguards violates the Student Code of Conduct.

Help and additional information

Where can I find instructions and more information?

Visit the district website for additional information and resources.

Who should I contact with questions, comments, or concerns?

Visit dash.cfisd.net to submit a Help Desk ticket. Include a detailed description of the issue so the support team can assist you.

What should I do if my child is still able to access a site that is inappropriate?

Visit dash.cfisd.net to submit a Help Desk ticket. Please include the full URL of the inappropriate site so our team can investigate and, when appropriate, block access at the district's web filter.

I've activated a website block and my child can still see the site.

It takes 3-5 minutes for the block to go into effect. If you remove a website block, your child will need to close and open their browser to allow it on their end.

My child is on the Chromebook all the time.

Chromebooks are great tools for learning, but students need time away from screens. The Portal has the ability to set a schedule of when students can access the internet while they are home.