Dear Parents & Guardians,

Thank you for your patience as we continue to navigate through the transition from EFS Mod to the new Single Sign On (SSO) system. Due to the high volume of technical assistance needed, we have added guidance to our website page, https://www.ecs4kids.org/ as a pop-up page as soon as you open our site. This pop-up will have a direct link for parents as well as a direct link for providers as shown below:

EFS Mod SSO Helpdesk

If you are experiencing difficulties with EFS Mod due to recent Department of Education (DEL) changes please see either the parent or provider help documents below.

Providers:

If you are a childcare provider please see: Provider SSO

Parents:

If you are a parent or guardian please see: Parents SSO

Please also understand that we are receiving a high volume of phone calls and emails due to this transition and our return call and email time may be longer than usual. We appreciate your patience during this time and know we are returning messages as quickly as possible.

Rest assured, we understand this transition may cause some delays in deadlines and will work with families throughout this transition.

For **Parent SSO guidance**, please click **HERE**.

Thank you,

Episcopal Children's Services
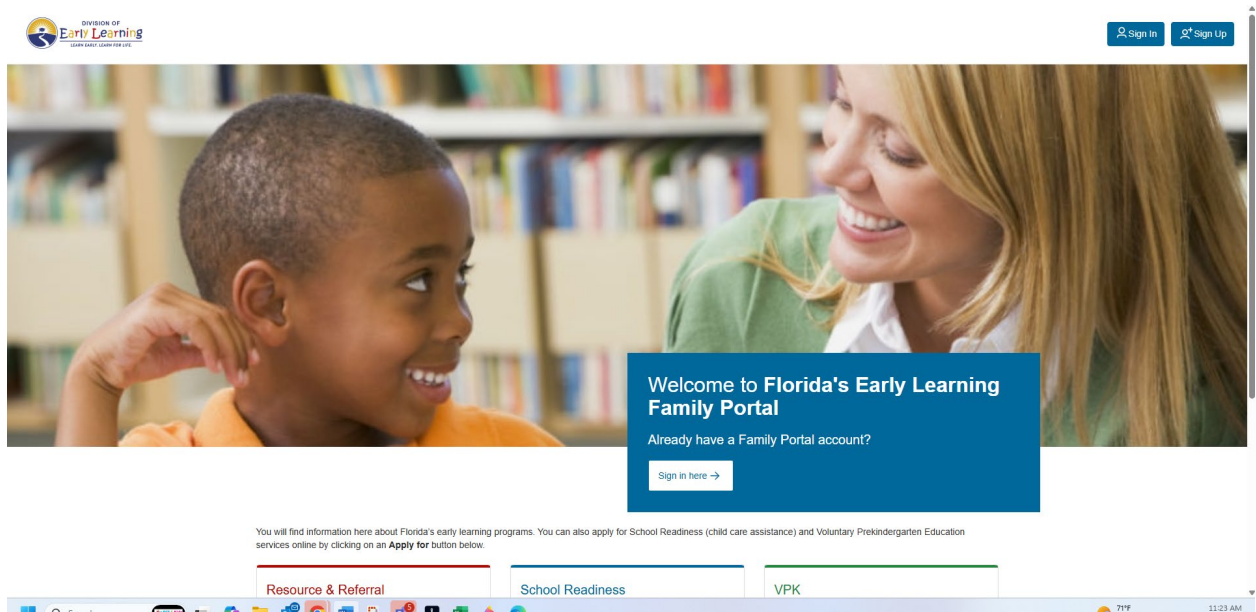
Parents EFS MOD SOS Resources

The Division of Early Learning (DEL) has upgraded the Early Learning Family Portal with enhanced security features and mobile-friendly functionality to enhance your user experience and ensure safe and secure experience for all users.

As part of this upgrade, it will be necessary for all parents to re-Sign-Up in the system. We understand that this may cause some inconvenience, but it is a crucial step in safeguarding your information.

Please note in order to complete the process you must first click on the Sign-Up button on the website. **Even if you have signed up for a Family Portal account before 3.20.25, the first step will be to click the Sign-Up button to continue through the steps.** **Also, if you set up a Family Portal account before 3.20.25, you may continue to use the email address you previously used for signing in with the new Sign-Up instructions.**

Please follow these steps to register:

1. Visit our online portal at https://familyservices.floridaearlylearning.com

2. Click on the "Sign Up" link. ***Click on the Sign-Up Button at the Top Right-Hand Side of website's page*** **(Even if you already have an account, you will still need to click on the Sign Up button).**

3. **Click Proceed to Single Sign-On (SSO) --->**

2. Follow the on-screen instructions to complete your registration.

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

3.Once you have completed this process, you will return to

https://familyservices.floridaearlylearning.com & click

4. Click Hosted / Self-Registered Login **(do not click on the County School District links).**

5. Enter email address then password

6. If you encounter any issues during the Sign-Up process or have any questions, please email one of the two emails listed below with screenshots, errors, or indicators that the new sign-in process is not working for your account. Please also list the email address you are using to complete the sign-in process.

Clay, Nassau, Baker – April.Florida@ecs4kids.org

Bradford, Putnam, St Johns – Emily.Taylor@ecs4kids.org

Please note that the volume of calls coming into our offices is heavier than normal because of this update. If you call and a Family Services team member is not able to answer your call live, please be sure to leave your name, number and a brief message and your call will be returned as soon as possible. Although we strive to return all calls within 8 business hours, because of call volumes coming in, the time frame for a call back may be a bit longer. We appreciate your patience during this transition time of getting all SR and VPK families signed back in to the Family Portal system.