

## DESSC Parent Portal and App


### Frequently Asked Questions

#### How Do I Access the DESSC Parent Portal

- Follow the Forgotten Password instructions below, or via the link: <https://desc.parents.isams.cloud/>

#### Forgotten Password

Passwords are confidential to you. You can reset your password via the parent portal login page as follows.

- Open the DESSC website to access the parent portal link [www.dessc.sch.ae](http://www.dessc.sch.ae)
- Select the Parent  icon displaying on the right of the screen to open the parent portal login page
- From the login page select the hyperlink called “Forgotten your details?”
- Add your Username email address and select Reset Password
- Follow the steps to reset your password

**NB: The email address used for sending the password reset link must be the portal/app username email address.**

**Passwords can only be reset via the Parent Portal login page. There is no functionality to reset a password via the app.**

#### Forgotten Username

- Your username is the email address that you used when creating your parent portal account. If you have forgotten this select the “Forgotten your details” hyperlink from the login page and “Request my username” if this fails to generate an email with the details email [portal@dessc.sch.ae](mailto:portal@dessc.sch.ae) for assistance.  
*For security reasons the username should be the same email address that DESSC use for emailing parents.*


#### School Linking Code - required for setting up the App (DESS and DESC)

- DESC

#### How to Install or Reinstall the iSAMS iParent App

- Go to your app store
- Search for iSAMS Parent
- Get the iParent App (gold in colour)
- Add the school code DESC (see above)
- Add your username and password (see above)

#### How do I Update My Contact Details

- Contact details can only be updated from the parent portal (not the app)
- Open the parent portal (accessed via the website Parent  icon)
- Go to the family information tab
- Open the link “Update My Contact Details”
- Update the relevant sections of the form and press submit to alert DESSC staff

#### How do I Add Multiple Schools to the iSAMS iParent App

- Open the iParent App. This opens on the “Home” tab
- Select “Settings” tab then “Manage Schools” option
- Select the + option on the Manage Schools screen
- Add the school code for the additional school you wish to add to the app.
- NB: You will require the school code for the iParent App from each school you wish to add, to complete the process.

#### I Require Further Assistance

- Please visit the Life at DESS or Life at DESC section of the DESSC website where further guides and instructions can be found.