



Message from the ELC

This notice is about:

- | | |
|---|---|
| <input type="checkbox"/> Important Deadline | <input type="checkbox"/> Compliance with State Requirement |
| <input type="checkbox"/> Free Resource(s) | <input type="checkbox"/> Professional Development Opportunity |
| <input type="checkbox"/> School Readiness, VPK or other Contract Compliance | <input checked="" type="checkbox"/> Informational |

What:

The OEL Service desk is receiving reports from coalitions and families that release 1.3 of the Family Portal is not compatible with the Safari web browser for Apple devices. When a parent tries to submit a School Readiness or VPK application, the process does not appear to finish loading. OEL is researching a solution for this issue.

How this will affect you:

Until a solution is identified, Apple device users can access the Family Portal by downloading and using [Google Chrome](#) or [Firefox](#). In the next EFS Modernization maintenance release, Google Chrome and Firefox hyperlinks will be added to the bottom of the web page for easy accessibility.

What to do if you need help:

If you have any questions, please contact the OEL Service Desk at (850)717-8600 or at Service.Desk@oel.myflorida.com.



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