

DESS & DESC Parent Portal and App

Frequently Asked Questions

How Do I Access the Parent Portal

- Follow the instructions for the login screen via the Forgotten Password details below, or the DESC Link: <https://desc.parents.isams.cloud/api/login/> and DESS Link: <https://dess.parents.isams.cloud/api/login/>

Forgotten Password

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

- Open the appropriate website to get the link to access the parent portal (DESS website for DESS portal, DESC website for DESC portal).
- Select the (p) icon displaying right of the home bar to open the portal home page.
- Scroll to the bottom left of the portal home page.
- Select the hyperlink called “I have forgotten my password”.
- Follow the steps to reset your password.

Forgotten Username

- Your username is your email address that you used when creating your parent portal account.

School Code - required for setting up the App

- DESS School Code is DESS
- DESC School Code is DESC

How to Install or Reinstall the iSAMS Parent App

- Go to your app store.
- Search for iSAMS Independent Limited
- Get the iSAMS Parent App (yellow in colour).
NB: Please do not add the DESC or DESS apps as they are now obsolete.
- Add the relevant school code (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 and not the app.
- Open the parent portal (accessed via the website (p) 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.

I Require Further Assistance

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