

### **Why should I use Skyward/Family Access?**

Skyward Family Access is a web based tool designed to enhance parent/guardian and school communication. Your Family Access account provides parents with real time information on many important areas of your student's education including attendance, schedules and grades.

### **Can/should I share my password with my student?**

No. Parents and students have different logins and passwords because they have different levels of access. Parent accounts give custodial parents the access to change demographic information and to select and edit Skylert preferences. Your student has his/her own Student Access account which gives them access to all of the same information but without the editing rights to change important information.

### **Can I email my child's teacher through Skyward?**

Yes. On the schedule or gradebook screen, click on the teacher's name. You will see their school email address. You can either use that address to email the teacher from your personal email account or you can email the teacher through Skyward. It is recommended that you email the teacher from your personal email account in order to insure that the teacher will see the email in a timely manner.

### **I have forgotten my user name and/or lost my password, what should I do?**

Use the "[Forgot your Login/Password?](#)" link on the Skyward login screen. Skyward will send your login information to your email address on record. If you do not have an email address recorded in Skyward, you will need to contact your child's school for instructions.

### **What do I do if my Family or Emergency information has changed?**

Custodial Parents/Guardians can add/delete emergency contacts, family addresses and information, and phone numbers within Family Access. Click on [Request Changes for Student](#) name. Be sure to save your changes. Once approved, you will see the changes in Family Access.

### **What if my email address has changed, or if I need to change my username or password?**

Use the [My Account](#) button in the top right corner of any screen within the Family Access program to change your login name, password, or email address.