



## Skyward Family Access Frequently Ask Questions

### **What is Family Access?**

Family access is an **information resource** made available to every family at **NO** cost. This resource provides you your child's:

- Grades
- Attendance
- Class Schedule
- Food Service Balance
- Ability to update demographic, email & text (sms) information
- Enroll & Register online

\*Family Access provides safe, secure and easy access to your child's school records.

### **Who is eligible to have Access to Family Access?**

Only authorized Legal Parents/Guardians will be allowed access to Family Access.

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

Family access is available 24 hours a day, seven days a week. It also increases communication between home and school.

### **Is Family Access a Secure Web Site to use?**

Family Access uses Secured Socket Layer (SSL). This is the same system used by sites that accept credit card numbers and other personal data that must be secure. Each individual (student, parent, or staff member) must be given a user name and password that they have been given specific access to only certain pages in order to view their students Family Access Information.

### **How do you Access Family Access?**

Navigate to <http://www.pike.k12.in.us>. In the top right corner, you will find a clickable link for Skyward.

### **Having issues with logging into Family Access?**

Family Access is a web-based product, so it should work on your computer like any other web-based application. Family Access works best on the most recent version of your web browser, Internet Explorer and FireFox are recommended. If you are still having problems please call your child's school secretary for assistance. Please note that schools within MSD of Pike do not provide off-site technology or software application assistance. For computer or software problems, please consult your computer dealer or software vendor.

**Are you having problems with password/username?**

If you are having problems with your password or username please contact your child's school secretary. You **cannot** create your own username that has to be created for you. You can change it once you have the original username.

**How do I change my password?**

To change your password you need to click on account info when on the home page. Then you can click on Change my Password.

**Can other people see my child's information?**

When each account is created, it is specifically for each parent making it so that each parent is only able to see his or her own children. **No one else can see your student's information.**

**What happens if I have children located at different schools?**

You will still only need one log-in and password. You can see them all at once or you are able to go to the top of the family access page and click between your students.

**Troubleshooting with Family Access—what should they do?**

If you are having trouble with your Family Access, first contact your schools secretary to see if there are any problems with the Skyward Family Access. If there are no Skyward Family Access issues, please contact your computer or software vendor for help. MSD of Pike Township does not provide technology assistance.

**District Disclaimer Notice**

MSD of Pike Township does not provide technical support for your home computers. If you experience technical support problems, please contact your computer technical support for assistance. The school secretary may confirm your Family Access account and password in the event of an emergency.