



## Skyward Family Access - Frequently Asked Questions Getting Started/ General Account Information

### **Q: What is Family Access?**

A: Family Access is a web-based service that allows parents/guardians to view school-related information on their students from home. Information available online includes:

- student demographic and emergency contact information
- attendance records by date and type of absence
- class schedules
- report cards and progress reports
- grades for assignments and class averages

### **Q: What kind of Information Source and Security is available?**

A: The information in Family Access is 'real time' based on data in the district's Skyward Student Information Management System. However, remember that grades are 'fluid', and change daily/weekly as the teachers add assignments and grades to the system. Family Access is password and user name protected. PLEASE KEEP YOUR PASSWORD AND USER NAME CONFIDENTIAL.

### **Q: Will a Family Access account cost me money?**

A: Family Access is provided as a free service of Duncanville ISD. There is no additional fee required in order to utilize the service.

### **Q: I have children at different campuses. Will I have a separate login for each student?**

A: No, one Family Access user ID and password will provide you access to all your students, no matter what campus they attend.

### **Q: What is the Website Address?**

A: Skyward Family Access can be accessed at [Family Skyward Login](#). A link to Family Access can also be found on the district and campus homepages.

### **Q: I forgot my password.**

A: If you have entered your e-mail address into the system, you can click on the "Forgot Your Login/Password" link on the login screen and retrieve your information. You may also contact your campus clerk; they will be able to assist you in resetting your password.

### **Q: I cannot see all of my children when I log in.**

A: Contact your campus clerk and notify them of the student who you are not able to see in the system. Tell them the student(s) who is missing from your Family Access account. They should be able to combine your information so that you can see all of your children when you login.

### **Q: I cannot see the buttons for changing my password or updating my e-mail.**

A: These buttons are located on the Account Info screen, Click on the "My Account" button in the top right. You will be able to change your e-mail address and update your password at this point. You may also contact your campus contact and they can update your information.



**Q: What if I get more than one Family Access user IDs and Passwords?**

A: Please email one of your children's campus contact and give them the Family Access user IDs you have received and they should be able to combine your information so that you can see all of your children under one login.

**Q: Are all Duncanville ISD campuses on Family Access?**

A: Yes, each school provides Family Access as a service to parents and guardians, but the information provided by each school will vary depending on the age of the student and the type of information available.

**Q: Can other people see my child's personal information on Family Access?**

A: Your child's information is only available to authorized parents or guardians that are associated with your child's student records in our administrative system.

**Q: What happens if my child changes campuses during the year? Will I receive another Family Access Account?**

A: No. Your account is assigned to you and is not associated with a particular campus. Your active Family Access Account is good at all campuses within Duncanville ISD even if your child changes or is promoted to a new campus.

**If you have further questions or need other assistance regarding Skyward Family Access, please contact the Technology Department at (972)708-2300**