



# Skyward Family Access FAQs

- **What is Skyward Family Access?**
  - Wilson County Schools realizes the important role that parents/guardians play in the education of children and the importance of parent/guardian involvement. Skyward Family Access is an easy to use web based tool for parents and guardians that provides secure, near real time information about your child's grades, attendance, class schedule, messages from teachers, and demographic information.
- **How do I get access to Skyward Family Access?**
  - Your student's school sets up access at time of enrollment. If you do not remember how to access your account, please contact your school.
- **Do I need a separate account for each child? Can I see student information for children attending different schools within the county?**
  - You will have one account that gives you access to all of your children attending school within this district.
- **Can I change my password?**
  - Yes, you will have the option to change your password once you login to Skyward Family Access.
- **Are passwords case sensitive?**
  - Yes, passwords are case sensitive.
- **What if I forget my password?**
  - Go to the Skyward Family Access log in page and click on "Forgot Login/Password" link. You will receive an email with your username and a link for your password. Please follow the directions in the email to reset your password.
- **Will I need to sign up for Skyward Family Access every year?**
  - No, once you have an active account it will remain active as long as you have a student enrolled.
- **Can/should I share my password with my student?**
  - No, parents and students have different passwords because they have different types of access. Students in grades 9-12 will have their own Student Access account (login will be provided by the school). Student access in elementary and middle schools is at the discretion of each school. **Skyward Family Access is password and user name protected. PLEASE KEEP YOUR PASSWORD AND USER NAME CONFIDENTIAL**
- **I can't get Skyward Family Access to work on my computer; what should I do?**
  - Skyward Family Access is a web-based product, so it should work on your computer like any other web- based application. First, you should check to make sure you are using the right [Skyward Family Access](#) website address, or URL. You can access the Skyward



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Family Access login portal by clicking [here](#) or from any Wilson County Schools Parent webpage.

- **Browser Compatibility:** Some older browsers may not work efficiently, so you might need to update the browser you are using or switch to another browser. We recommend upgrading to Internet Explorer 11, Mozilla Firefox's Latest Version, or for Mac Users update to the latest version of Safari.

**Maintenance:** Occasionally, Skyward Family Access will be down for maintenance. If you get an error message, please try again a little later or as directed in the error message.

**Still Having Problems:** Please contact your school or submit a question through "Let's Talk" found on any page of the Wilson County School website or by clicking [here](#). Please note the Wilson County School District does not support off-site technology or software applications, for computer or software problems please consult your computer dealer or software vendor.

- **When I log on to Skyward Family Access, why am I sometimes automatically logged out?**
  - Skyward Family Access has a default security setting that will terminate your connection if your computer is idle for too long. This feature is designed to protect against unauthorized access and can not be changed.
- **Why can't I see one of my children in Family Access?**
  - Please contact the school or submit the question through "Let's Talk" (found on any Wilson County Schools web page).
- **Can other people see my child's personal information on Family Access?**
  - Family Access is password protected and uses Secure Socket Layers (SSL) communications protocol. 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. Please safeguard your login information.
- **Is there a free mobile app for Skyward Family Access?**
  - Yes, app information is provided on the Family Access page of the Wilson County Schools website or by clicking [here](#). Login access to the mobile app is unavailable until start of school on August 1, 2017.
- **Whom should I contact for additional questions?**

Call the school office or submit your question through "Let's Talk" by clicking [here](#) or from any page on the Wilson County Schools Website.