WSI PC Guide to Family and Student Access for Students and Guardians
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Introduction
This Guide shows you how to sign in and use the different applications in Family Access and Student Access.

Who This Guide is For
This Guide is intended for guardians and students who use Family and Student Access.

What This Guide Contains
The first thing you’ll see in this Guide is information about signing into Family and Student Access and how to manage your account information. Next, you’ll learn about each area of data, called “applications” that your district may have made accessible to you. For each application, you’ll learn how to view and/or edit the data.

What You Should Know Before You Read This Guide
This Guide is intended to be read while you are in Family or Student Access, so be sure you are signed in.

If you’re using this Guide electronically, you can click any text in blue font to move to the section of the Guide that the text refers to.

What You Need to Get Started
You’ll need your Login ID and password so that you can sign in to Family and Student Access to follow along with this Guide. Contact your school district if you don’t have a Login ID and/or password. You’ll also need a computer that has an active internet connection and your school district’s URL for Family Access and Student Access.

Goal of WSIPC Guides
WSIPC Guides are designed to provide readers with everything they need to know to safely and effectively use the software and processes that WSIPC supports. These readers include district personnel who are implementing a module for the first time and need implementation tips and configuration guidance; Information Service Center Coordinators who are well-versed in the topic and need advanced information about features; seasoned end users who know the processes well; and new end users who have never used the module. WSIPC strives to make Guides that address the diverse needs of these audiences.
## What’s New in This Edition

This section highlights the significant changes to the Guide since the last edition such as content about new features, important notes and warnings, and sections of the Guide that have been expanded or moved.

<table>
<thead>
<tr>
<th>Description of Change</th>
<th>Page #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documentation has been updated to the current Family and Student Access view and features.</td>
<td>N/A</td>
</tr>
<tr>
<td>Screenshots have been updated to Skyward’s June 2014 software release.</td>
<td>N/A</td>
</tr>
<tr>
<td>New information has been added about the District dashboard.</td>
<td>6</td>
</tr>
<tr>
<td>New information has been added about the Home Wall.</td>
<td>25</td>
</tr>
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<td>New information has been added about the Teacher Conference application.</td>
<td>71</td>
</tr>
</tbody>
</table>
Overview of Family and Student Access

Family Access and Student Access allow students and guardians to view and, in some cases, edit student information. Parents and guardians use Family Access, and students use Student Access. These modules allow students and parents to play a more involved role in the student’s education and improve communication with the school.

You can access Family and Student Access over the internet using a secure Login ID that your school district assigns.

Family Access and Student Access contain the following applications. Each school district may configure Family and Student Access differently, so you may not see all the applications listed below when you sign in.

<table>
<thead>
<tr>
<th>Academic History</th>
<th>Pseudo Family Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
<td>Report Cards</td>
</tr>
<tr>
<td>Attendance</td>
<td>Report Directory</td>
</tr>
<tr>
<td>Childcare</td>
<td>RTI Information</td>
</tr>
<tr>
<td>Discipline</td>
<td>Schedule</td>
</tr>
<tr>
<td>Educational Milestones</td>
<td>School Directory</td>
</tr>
<tr>
<td>Email Notifications</td>
<td>Skylert</td>
</tr>
<tr>
<td>Grades and Gradebook</td>
<td>Student Information</td>
</tr>
<tr>
<td>Graduation Requirements</td>
<td>Demographics</td>
</tr>
<tr>
<td>Health Information</td>
<td>Busing</td>
</tr>
<tr>
<td>Homeroom</td>
<td>Locker</td>
</tr>
<tr>
<td>Message Center</td>
<td>Student Services</td>
</tr>
<tr>
<td>My Calendar</td>
<td>Teacher Conferences</td>
</tr>
<tr>
<td>Notes</td>
<td>Test Score</td>
</tr>
<tr>
<td>Portfolio</td>
<td>Course Requests</td>
</tr>
<tr>
<td></td>
<td>Arena Scheduling</td>
</tr>
<tr>
<td></td>
<td>Edline</td>
</tr>
<tr>
<td></td>
<td>Online Registration (See Note)</td>
</tr>
<tr>
<td></td>
<td>Online Forms</td>
</tr>
<tr>
<td></td>
<td>Online Assignments</td>
</tr>
</tbody>
</table>
Signing in to Family and Student Access

Your Login ID and password determines what you can view and edit. For example, only guardians are allowed to submit Absence Notifications.

If you don’t know your school district’s Family and Student Access URL or your Login ID and password, contact your school district.

To sign in to Family and Student Access:

1. Go to the Family and Student Access login screen by typing the URL that your school district provided to you into the address bar of your Web browser.

2. In the Login ID and Password boxes, type the Login ID and password that your school district provided.

3. Click Sign In.

Figure 1 shows an example of a Family Access and Student Access login screen.

![Family Access and Student Access login screen](image)

Figure 1 - Family Access and Student Access login screen
Retrieving Your Login ID or Password

If you have forgotten your Login ID or password, you can retrieve them if you have provided your email address to the school district.

To retrieve your Login ID or password:

1. Click Forgot your Login/Password? on the Login page.

2. Type your email address or enter your Login ID and click Submit.

If you are successfully identified, a confirmation page appears. An email containing your Login ID and the link to reset your password is sent to your email address on file. If the software can’t identify you, contact your school district to retrieve your credentials.

**NOTE**

Not all districts will allow you to retrieve your Login ID or password electronically. If you do not see the Forgot your Login/Password? link, contact your school district.
Navigating in Family and Student Access

The screen that you see when you sign in to Family or Student Access depends on how your district has configured the module. You are signed in directly to Family or Student Access, or to the District dashboard. The sections below describe the options you will see depending on your district’s configuration selections.

Understanding and Configuring your District Dashboard

If your district has configured Family and Student Access to sign you in to the District dashboard, you will see a screen similar to Figure 2. The District dashboard is made up of widgets. A widget is an element that can be placed on your dashboard. It typically provides information about an area of the software. For example, the Current Food Service Balance widget shows you what the Food Service balance is for each of your students. The Guardian Account Information widget displays your address, phone number, and email information.

![Figure 2 - Example of the District dashboard in Family and Student Access with the Current Food Service Balance and Guardian Account Information widgets outlined with a red box](image)
Understanding your District Dashboard

The widgets displayed on your dashboard depend on what your district has made available. Regardless of the widgets made available by your district, the following four components are always on your dashboard:

- Jump to Other Dashboards
- Open Family Access
- Account
- Exit

In Figure 3, these four components are outlined with a red box. Table 1 describes the components and the options that are available in each.

![Dashboard Components](image)

Figure 3 - Dashboard components that are always visible are outlined with a red box

<table>
<thead>
<tr>
<th>AREA</th>
<th>PURPOSE OF AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jump to Other Dashboards</td>
<td>Allows you to go between your dashboards. Each dashboard that you have access to is listed in this area (such as Calendar and Family).</td>
</tr>
<tr>
<td>Options in This Area</td>
<td>Description of Options</td>
</tr>
<tr>
<td>Calendar</td>
<td>Takes you to the District Calendar.</td>
</tr>
<tr>
<td>WESPaC</td>
<td>Takes you to the WESPaC dashboard. Typically, this dashboard will contain minimal information unless you are also a district employee.</td>
</tr>
<tr>
<td>Family</td>
<td>Takes you to the Family dashboard where you can view summarized information about your students based on the widgets you choose to display.</td>
</tr>
<tr>
<td>Reset Dashboards</td>
<td>Allows you to quickly reset your dashboards to the default widgets selected by your District.</td>
</tr>
<tr>
<td>Select Widgets</td>
<td>Click Select Widgets to view the widgets your district has made available.</td>
</tr>
</tbody>
</table>
### Table 1 - Description of the components that always appear on your dashboard

<table>
<thead>
<tr>
<th>AREA</th>
<th>PURPOSE OF AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Family Access</td>
<td>Takes you into Family or Student Access</td>
</tr>
<tr>
<td>Account</td>
<td>Allows you to view information relevant to your Family or Student Access account. You can also change your password if the district allows it.</td>
</tr>
<tr>
<td>Exit</td>
<td>Click to end your Family or Student Access session.</td>
</tr>
</tbody>
</table>

**Configuring your District Dashboard**

Your district may configure some widgets to display by default and others that you can choose whether or not you want to display. You can personalize your dashboard by selecting the widgets you want to see. You can also move the widgets around on your dashboard.

**Selecting Widgets for your District Dashboard**

When you first sign in to Family or Student Access, you see the default widgets. You may also have access to additional widgets. Figure 4 is an example of the District dashboard the first time a guardian signs in with just the district default widgets displayed.

![Figure 4 - Example of the District dashboard with the default widgets displayed and Selected Widgets outlined in red](image-url)
To select widgets for your District dashboard:

1. Click Select Widgets from the Jump to Other Dashboards area.

2. Select the widgets from the Everyone’s Widgets and Family Widgets areas that you want to display on your dashboard.

   See Figure 5 for an example of widgets that have been made available. Table 2 describes the available options.

3. Click Save.

![Figure 5 - Example of widgets available for selection to display on your dashboard](image)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save</td>
<td>Saves the changes to your widget selections.</td>
</tr>
<tr>
<td>Add Dashboard</td>
<td>Allows you to create another dashboard.</td>
</tr>
<tr>
<td>Rename Selected Dashboard</td>
<td>Allows you to rename a dashboard. This is useful if the system name for the dashboard does not clearly define the dashboard.</td>
</tr>
<tr>
<td>Delete Selected Dashboard</td>
<td>Deletes the dashboard.</td>
</tr>
<tr>
<td>Reset Selected Dashboard</td>
<td>Returns the dashboard to the default settings.</td>
</tr>
<tr>
<td>Uncheck All Items</td>
<td>Clears all widget selections.</td>
</tr>
<tr>
<td>Back</td>
<td>Takes you back to the dashboard. If you made changes to your widget selections the following message appears: “You have clicked on the Back button and the Back button does not save changes. Are you sure you want to go back and discard any changes?”</td>
</tr>
</tbody>
</table>

Table 2 - Description of the options available when managing your widgets.
Personalizing your District Dashboard Display
Whether you select additional widgets or use the district default widgets, you can move widgets around on your dashboard to personalize where information is displayed. You can also collapse or expand a widget.

To personalize your district dashboard display:

1. Pause your mouse pointer in the header of a widget until you see the four-pointed arrow ( ). Figure 6 shows an example of the four-pointed arrow on the Students’ Schedules widget.

2. Click on the header of the widget and press and hold your mouse button while you drag the widget to the new location. Figure 7 is an example of the Students' Schedules widget being moved.

3. Release your mouse button.

4. Repeat steps 2 and 3 for each widget you want to relocate.

5. To manage a widget, pause your mouse pointer over the Refresh icon ( ) in the right corner of a widget header to reveal actions you can perform on that widget (see Figure 8). Table 3 describes each of the actions you can take on a widget.

Figure 6 - Example of pausing your mouse over your Students’ Schedules widget in preparation to relocate the widget
### Table 3 - Description of the actions you can perform on a widget

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove</td>
<td>Removes a widget you no longer want on your dashboard.</td>
</tr>
<tr>
<td>Information</td>
<td>Information specific to the widget.</td>
</tr>
<tr>
<td>Minimize</td>
<td>Minimizes the widget.</td>
</tr>
<tr>
<td>Maximize</td>
<td>Maximizes the widget. Visible only when the widget is minimized.</td>
</tr>
<tr>
<td>Refresh</td>
<td>Refreshes the information in the widget.</td>
</tr>
</tbody>
</table>

### Understanding the Family and Student Access Screen

The Family Access and Student Access screen is divided into the following four areas:

- Application Tabs
- Student Information Bar
- Information Wall
- Calendar
Figure 9 - Family Access screen
Application Tabs

The application tabs on the left side of the screen allow you to access the different applications that your school district has made available to you. You’ll find detailed information about each application in this Guide. To access an application, you can click the application name on the left side of the screen.

NOTE
In this Guide, you may read about applications or features that you do not see when you sign in to Family and Student Access because your school district may not have enabled all applications or all features within an application.

Student Information Bar

The Student Information Bar is located at the top of the screen. It contains your student’s name, the name of the person signed in, and links that allow you to view or change your account information, contact district staff, access District links to other websites, and sign out. As a guardian, you can view information for one student or all students in your family. The student selection you make in this area affects the information you see in each application. Students will see only their information.

Information Wall

The information displayed in this area changes depending on which application you select. When you sign in to Family or Student Access, you are on the Home application. From the Home application, the Information Wall may include, but is not limited to, messages from district administrators and teachers. To learn more about configuring what you see in this area from the Home application, see “The Home Wall” (page 25).

Calendar

The Calendar area lists Upcoming Events in chronological order for the students you selected in the Student Information Bar. You can click the Calendar link in the upper right corner of the Calendar area to change to the calendar view. You can also click the Calendar application on the left side of the screen to change to a monthly calendar view. See “Configuring the Home Wall” (page 26) to learn how to hide the Upcoming Events area.
Selecting an Individual Student
Guardians who have more than one student in a school district may view information for all of their students or for an individual student. The default selection each time you sign in is All Students.

To select an individual student:

1. Click the arrow next to All Students in the Student Information Bar at the top of the screen. (Student users do not have this menu option as they are not allowed to view information about their siblings.)

2. Select a student.

NOTE If a student is enrolled in more than one school, information is grouped by school on the Information Wall for each application.

My Account
If your school district has enabled the option, you can change your Login ID, password, profile picture, and email address. If you are listed as the Primary Guardian of a Family, you may also be able to change the email addresses of other guardians within your family. Additionally, you can subscribe to a variety of email notifications through My Account. To learn more about what’s available within My Account, see “Managing My Account Information” (page 15).

Contact Us
The Contact Us link allows you to contact district-defined personnel such as the Attendance secretary or Scheduling specialist. Contacts are grouped by school. To send an email to a district contact, click the Contact Us link and then click the contact for your student’s school.

District Links
District Links are links your school district makes available that direct you to another website. For example, you may find a District Link that takes you to the District homepage or to the homepage of your student’s school. To view the available links, click District Links. Click the link to access the website.

Exiting Family or Student Access
When you have concluded your session in Family or Student Access, click the Exit link to close your session.
Managing My Account Information

Your school district may allow you to change your Login ID, password, profile picture and email address, or they may allow you to view it only. If you have view only access, you must contact the district directly to request changes or updates to your account. If you are listed as the Primary Guardian of a Family, you may also be able to change the email addresses of other guardians within your family. Additionally, you can subscribe to a variety of email notifications through My Account.

The information in My Account (see Figure 10) is organized into the following four areas:

- Account Settings
- Address
- Email Notifications
- School Directory

This section describes the options in each of these areas.
Figure 10 - My Account screen showing the Account Settings, Address Email Notifications and School Directory areas
Account Settings

The Account Settings area (Figure 11) is where you can view your email address, phone numbers, and more. Table 4 describes the options in this area. To update information displayed in shaded areas, contact your district.

If your district allows it, you can also do the following tasks in the Account Settings area:

- Changing Your Login ID
- Changing Your Password
- Adding or Changing Your Profile Picture

If you make any changes to your Account Settings, click Save before you leave the screen.

NOTE: If you made an error or change your mind while updating your account information, and you have not yet clicked Save, click Undo to remove the changes you have made.

Figure 11 - Account Settings area of My Account
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
<td>Your email address. You may want to change your email address if you have a specific account at which you want to receive school notices to keep your personal and business communications separate. To change your email address, update the information in the Email box.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If the Email box is shaded, your district does not allow you to change your email address. Contact the school district directly to request changes to your email address.</td>
</tr>
<tr>
<td>Phone</td>
<td>Displays the phone numbers for the family.</td>
</tr>
<tr>
<td></td>
<td>Up to three phone numbers can be displayed. The first number is the primary phone number for the family. The second and third numbers are additional numbers for the guardian who is signed in.</td>
</tr>
<tr>
<td>Show Google Translator in Family Access</td>
<td>Allows the selection of a language to translate the screen into. When this option is selected, the Google Translator appears in the upper right corner of the Family or Student Access screen.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The translator is powered by Google. Your school district has no control over the actual translation.</td>
</tr>
<tr>
<td>I’m Using a Screen Reader</td>
<td>Causes a popup to appear for every action taken. Select this option <em>only</em> if you use screen reader software.</td>
</tr>
<tr>
<td>Outline Links When Focused</td>
<td>Provides an outline around the area in focus when using screen reader software.</td>
</tr>
<tr>
<td>Family Access Login</td>
<td>Displays your current login.</td>
</tr>
<tr>
<td>Password Last Changed</td>
<td>Displays the date of the last password change.</td>
</tr>
<tr>
<td>[Name]’s Email</td>
<td>If your district allows it, you may also be able to change the email addresses of other guardians within your family.</td>
</tr>
<tr>
<td></td>
<td>To change the email address of another guardian in your family, update the email address in the [Guardian First Name]’s Email box located under the Password Last Changed field on the right side of the screen.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> If you do not see the [Guardian First Name]’s Email box, your district does not allow a guardian to change the email address for other guardians in the family.</td>
</tr>
</tbody>
</table>

Table 4 - Description of the information in the Account Settings area.
Changing Your Login ID
If your district allows it, you can change your Login ID credentials. For example, you may want to change your Login ID to something easier for you to remember.

To change your Login ID:

1. Click Change Login.
2. Type your new Login ID and your current password.
3. Click Save.

Changing Your Password
For security reasons, it’s a good idea to change your password from time to time.

To change your password:

1. Click Change Password.
2. Type your current password.
3. Type your new password, and retype it for confirmation.
4. Click Save.

Adding or Changing Your Profile Picture
If your district allows you to add a profile picture, you can upload a picture to display on the Information Wall when you create a message.

To add or change your profile picture:

1. Click Profile Picture.
2. Choose Select a custom picture and click Choose File.
3. Navigate to the picture you want to use and click Open.
4. Click Save.
Address

The Address area (Figure 12) displays the street address for the family. Click the Mailing Address link at the top of the screen to view the mailing address on file for your family if it is different from your street address.

If the fields in the Address area are shaded, they are view only. Contact your school district to make changes to your address or mailing address. If the fields are not shaded, you can make updates to your address. Table 5 describes each field.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Number</td>
<td>Your house number of your address. For example, if your address is 720 NE Scramble Ave, the Street Number is 720.</td>
</tr>
<tr>
<td>Street Dir.</td>
<td>The directional that precedes your Street Name. For example, if your address is 720 NE Scramble Ave, the Street Directional is NE. If your address is 720 Scramble Ave NE, the Street Directional field is blank because “NE” is included as part of the Street Name.</td>
</tr>
<tr>
<td>Street Name</td>
<td>The name of the street you live on. For example, if your address is 720 NE Scramble Ave, the Street Name is Scramble Ave. If you live on 720 Scramble Ave NE, your Street Name is Scramble Ave NE.</td>
</tr>
<tr>
<td>SUD</td>
<td>Secondary Unit Designator, such as “Apt” for Apartment.</td>
</tr>
<tr>
<td>#</td>
<td>The Secondary Unit Designator number, such as Apt 4, where the # is “4.”</td>
</tr>
<tr>
<td>PO Box</td>
<td>Post Office Box (number only.)</td>
</tr>
<tr>
<td>Address 2</td>
<td>Any additional address detail that may be required for delivery.</td>
</tr>
<tr>
<td>Zip Code</td>
<td>5 digit ZIP code associated with your address.</td>
</tr>
<tr>
<td>Plus 4</td>
<td>Additional 4 digits of the ZIP code.</td>
</tr>
</tbody>
</table>

NOTE: The Mailing Address screen includes the same fields as the Address screen.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>City/State</td>
<td>City and State associated with the address’ ZIP code.</td>
</tr>
<tr>
<td>County</td>
<td>Country Code, if used.</td>
</tr>
<tr>
<td>Address Preview</td>
<td>Allows you to see what your address would look like when printed on a report or label.</td>
</tr>
</tbody>
</table>

Table 5 - Description of the fields in the Address area

If you make any changes to your Address, click Save before you leave the screen.

**NOTE**
If you made an error or change your mind while updating your address information, and you have not yet clicked Save, click Undo to remove the changes you have made.

**Email Notifications**

The Email Notifications area (Figure 13) allows you to subscribe to the notifications that your district has made available to you. Table 6 describes the options in the Email Notifications area.

To make changes to email notification options:

1. Select the email notifications offered by your district that you want to receive.
2. Click Save.

![Email Notifications](Figure 13 - Email Notifications area of My Account)
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive Daily Attendance Notifications for my student(s)</td>
<td>The Attendance Email Notification is sent to guardians who subscribe if their student has any attendance record entered for that day. You may select to receive notifications by Email, Wall Message or Email and Wall Message.</td>
</tr>
<tr>
<td>Receive Grading Emails for my student(s)</td>
<td>Grading emails are generated when a student has missing assignments in the current term, has an assignment score above or below preset scores or a grade for a past term has been changed. Your district may allow you to enter your own values in the Assignment/Class Percentage boxes (Low/High) to define the score that will trigger the email notification.</td>
</tr>
<tr>
<td>Receive Progress Report Emails for my student(s)</td>
<td>Select the frequency you want to receive Progress Report emails. Choose between Daily, Weekly or Monthly on the first of each month. The district determines what day of the week the Weekly email is generated. The day is displayed on the screen.</td>
</tr>
<tr>
<td>Receive Emails when Food Service Balance is under [District defined dollar value]</td>
<td>Notifies you when your student’s Food Service balance is below a district-defined dollar amount.</td>
</tr>
</tbody>
</table>

Table 6 - Description of the options on the Email Notifications area

If you make any changes to your Email Notifications, click **Save** before you leave the screen.

**NOTE**

If you made an error or change your mind while updating your email notification information, and you have not yet clicked **Save**, click **Undo** to remove the changes you have made.

**School Directory**

If your district has enabled the School Directory (Figure 14), you can determine whether or not you want your information included in the directory and what information to include.

To include your family in the School Directory:

1. Select Add Family with [student name(s)] to the School Directory.
2. Select the Family Options and the Student Options you want included in the directory.
3. Click **Save**.
<table>
<thead>
<tr>
<th><strong>Family Options</strong></th>
<th><strong>Student Options</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Display Family Address</td>
<td>Display the School for each student in the family</td>
</tr>
<tr>
<td>Display Family Phone Numbers</td>
<td>Display the Grade Level for each student in the family</td>
</tr>
<tr>
<td>Display Email Addresses for all Guardians in the Family</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE** If you made an error or change your mind while updating your School Directory information, and you have not yet clicked **Save**, click **Undo** to remove the changes you have made.
Accessing Applications

The application tabs are located on the left side of your main Family Access or Student Access screen. Each tab displays information specific to that application. Your school’s configuration of Family Access and Student Access determines how many of these tabs you see.

Your district may make the following applications available:

- The Home Wall
- Online Registration
- Arena Scheduling
- Ethnicity/Race
- Calendar
- Gradebook
- Attendance
- Student Information
- Food Service
- Schedule
- Discipline
- Test Scores
- Fee Management
- Activities
- Student Services
- Educational Milestones
- Graduation Requirements
- Home Room
- Teacher Conferences
- Academic History
- Childcare
- Portfolio
- Skylert
- Health Information
- School Directory
- Login History

This section describes each application.

| NOTE | If you have multiple students in the district and you select All Students in the Student Information Bar, information is grouped alphabetically by your student’s first names. If a student is enrolled in multiple schools, the information is listed by school number (highest to lowest). |

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To access an application:

- Click the application tab on the left side of your main Family Access or Student Access screen

**The Home Wall**

When you sign in to Family or Student Access, you see the Home wall. The Home wall allows you to view messages posted by the school. This may include, but is not limited to, the following messages:

- Administrator messages
- Advisor messages
- Class messages
- Discipline messages

Additionally, you will see messages that you subscribed to in My Account settings. If you have new unread messages, a link appears that states You have unread messages at the top of the Home wall (see Figure 15).

![Figure 15 - The Home wall with “You have unread messages” outlined in red](image-url)
The header to each message posted to your Home wall contains an icon representing where the message originated. Figure 16 is an example of pausing your mouse pointer over the Comment Bubble icon ( ) located on the right side of a message to show that the message is an Admin message.

![Figure 16 - Example of the header to a message when pausing the mouse pointer over the Comment Bubble icon to reveal the message is an admin message](image)

Administrator messages ( ) are posted by the school or district. They are not specific to a class. If the message has an attachment, click the attachment link to view it.

Class messages ( ) are posted by the teacher and are specific to a class. If the message has an attachment, click the attachment link to view it.

Some teachers may allow you to respond to a class message. You can click Reply, enter your response, and click Post. All students and guardians in that class can see your response. To respond privately to the teacher, click the teacher’s name to send them an email message.

**Configuring the Home Wall**

You can configure what you see on the Home wall through the Tool icon ( ).

To configure the Home wall:

1. Click the Tool icon ( ).
2. Click Home Settings.
3. In the Layout area, select Hide the Upcoming Events right side section to suppress the chronological list of events on the right side of the screen.
4. In the Messages area, select a Message type and do one of the following:
   - Select All to hide all messages of that Message type.
   - Select After and enter the number of days in the day(s) box to hide messages after a defined number of days.
5. Click Save.

**NOTE** Click the Tool icon (🌟) and click Show All Hidden Messages or Reset All Hidden Messages to Unhidden to view hidden messages.

**Online Registration**

Online Registration allows you to view or update contact information for your student or for the district to share important information with you. The process may require several steps to complete.

To complete Online Registration:

1. Do one of the following:
   - Click the Go to Online Registration for [student name] link on the Home wall.
   - Click the Online Registration application and then your student’s name.

2. Review and make or request changes to the information on the Online Registration screen. Figure 17 is an example of an Online Registration screen with four steps where the first step has five sub steps.

3. Select the I have completed this step check box.

   **NOTE** If the step you are on has sub steps, complete all sub steps before you select the I have completed this step check box.

4. Click Next Step.

   **NOTE** You can click Close and Finish Later at any time to postpone completing the Online Registration form. Changes you have made are saved.

5. Repeat steps 2 through 4 until you reach the Complete Online Registration screen.

   **NOTE** Click Previous Step to return to the previous screen.

6. Review the Complete Online Registration screen.

7. Click Submit Online Registration to submit the Online Registration.
8. When the confirmation page appears (see Figure 18), click one of the following:

- Go back to review completed steps.
- Mark Online Registration as not complete and make changes.

Figure 17 - Example of Online Registration before any steps have been completed

Figure 18 - Example of confirmation page that appears after submitting an Online Registration form


**Arena Scheduling**

The Arena Scheduling application allows you to build your student’s schedule for a future term or school year. This usually takes place after the school has analyzed the course requests and has built a master schedule.

You can work with the following areas in the Arena Scheduling application:

- **Available Classes**
- **Selected Classes**
- **Submit Classes**
- **Messages**

Each of these areas is described below.

**Available Classes**

When you select the Arena Scheduling application, you see a list of the courses that are available to your student for scheduling. You can use filter options available at the top of the screen to view available classes for a selected period, teacher, course, or subject. Figure 19 shows an example of the Arena Scheduling screen with the Filter Options area and the Available Classes area outlined in red. Table 7 describes the options in these areas.

![Figure 19 - Arena Scheduling screen showing the Available Classes list](image-url)
<table>
<thead>
<tr>
<th><strong>AREA</strong></th>
<th><strong>PURPOSE OF AREA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter Options (Located in the top left corner of the screen)</td>
<td>Allows you to define the view the Available Classes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Options in This Area</strong></th>
<th><strong>Description of Options</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Period</td>
<td>View available classes in a specific period or all periods.</td>
</tr>
<tr>
<td>Subject</td>
<td>View available classes for a specific subject or all subjects.</td>
</tr>
<tr>
<td>Teacher (Last Name)</td>
<td>View available classes taught by a specific teacher or all teachers. <strong>Note:</strong> Depending on your district’s settings, this option may not display.</td>
</tr>
<tr>
<td>Apply Filter</td>
<td>Click to apply your Period, Subject and/or Teacher choices.</td>
</tr>
<tr>
<td>Rest Filter</td>
<td>Click to reset the available classes list to include all Periods, all Subjects and all Teachers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>AREA</strong></th>
<th><strong>PURPOSE OF AREA</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Available Classes list</td>
<td>Lists the classes available for your student to choose from</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Options in This Area</strong></th>
<th><strong>Description of Options</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Option</td>
<td>Allows you to add, change or remove a class.</td>
</tr>
<tr>
<td>Fit</td>
<td>Shows if your student is Enrolled in the class, if it will fit into his or her schedule if the class is selected (Yes), or if it will not fit into your student’s schedule (No).</td>
</tr>
<tr>
<td>Seats Available</td>
<td>The number of seats available in that class.</td>
</tr>
<tr>
<td>Course</td>
<td>The name of the class.</td>
</tr>
<tr>
<td>Days Meet</td>
<td>Shows you when the class meets.</td>
</tr>
<tr>
<td>Period</td>
<td>Shows you what period of the day the class meets.</td>
</tr>
<tr>
<td>Term</td>
<td>Shows you what Term(s) the class meets. For example S1 indicates that the class meets Semester 1.</td>
</tr>
<tr>
<td><strong>Options in This Area</strong></td>
<td><strong>Description of Options</strong></td>
</tr>
<tr>
<td>--------------------------</td>
<td>-----------------------------</td>
</tr>
</tbody>
</table>
| Teacher                  | Displays who is teaching the class.  
**Note:** Depending on your district’s settings, this option may not display. |
| Indicators               | Displays pertinent information related to the class. See the legend in the upper right corner of the Arena Scheduling screen to learn what each code means. |
| Grades                   | Reflects the grade level a student is expected to be in to take this class. |
| Subject                  | The Subject assigned to the class, such as English, Math, or Science. |
| Class                    | The Course Code used for this class. |
| Room #                   | Displays the room in which the class is taught.  
**Note:** Depending on your district’s settings, this option may not display. |

Table 7 - Description of the options on the Arena Scheduling screen

To schedule a class, click Add to the left of that class. To unschedule a class, click Remove to the left of that class.

If Change appears in the Option column, your student can’t drop the class but can select a different section of the course if one is available.

**Selected Classes**

When you click the Selected Classes link (see Figure 20), a screen appears where you can view the classes that have been selected by the student, guardian, or the student’s counselor.

Click Print Schedule to print the schedule displayed on this screen.

You can click a course description to unschedule a class from this screen (Figure 21).

In some cases, classes added to a student’s schedule by the office may not be removed, but you may have the option to change the teacher or period of the class. In this case, a Change Section screen appears with the available options. See Figure 22 for an example of a class that you can’t unschedule.
Figure 20 - Arena Scheduling: Selected Classes screen
Figure 21 - Example of removing a class from the Selected Classes screen
Figure 22 - Example of a class that cannot be unscheduled from the Selected Classes screen
Submit Classes

When you click the Submit Classes link on the Arena Scheduling screen, you can review your schedule before you submit it for your counselor’s approval. Figure 23 shows an example of the Submit Classes screen. When you are satisfied with your schedule, click Submit Schedule. Your Student Status changes to Waiting (see Figure 24) and you can no longer make additional scheduling updates unless the counselor changes the status back to Open.

**NOTE** You can click the Course/Section to view Class Information for that course.

![Figure 23 - Arena Scheduling: Submit Classes screen](image-url)
Figure 24 - Submit Classes screen after submitting schedule showing the Student Status is now “Waiting”
Messages

When you click the Messages link on the Arena Scheduling screen, you can communicate with your counselor. If you want to send a message to your counselor, use the Messages screen (Figure 25) to type the message and click Submit Message. The counselor’s response and any new messages appear on this screen. Click View History to see previous messages.

Figure 25 - Arena Scheduling: Messages screen
Ethnicity/Race

School districts in Washington are required to report student data by ethnicity and race categories to the state’s Office of Superintendent of Public Instruction. Your district may include this application for you to validate that your student’s ethnicity and race are correct. Validating your student’s ethnicity and race may be included as a step in Online Registration. To learn more about this, see “Online Registration” (page 27).

NOTE: The Ethnicity/Race application is available only to guardians.

If your district has made the Ethnicity/Race application available, do the following:

1. Click the Ethnicity/Race application on the left side of your Home wall, and select your student.

2. Read the message from your district and click Continue to access the Validate Ethnicity and Race screen (Figure 26).

3. Select all check boxes that apply in response to question #1: Is your child of Hispanic or Latino Origin?

4. Select all check boxes that apply in response to question #2: What race(s) do you consider your child?

5. Click Save.
Calendar

The Calendar application (Figure 27) allows you to view absences, tardies, Gradebook Assignments/Events and Grades earned, Message Center messages, Activity Events, school day information, and more.

You can navigate from month to month in the Calendar using the blue arrows to move forward or back. To return to the current day, click Today. These features are located in the upper left corner of the Calendar screen. You can also use the Calendar ( ) icon located to the right of the year to move directly to a specific month and year.

You can print the Calendar using the Printer ( ) icon. You can also view the Calendar by Month, Week or Day. The next time you access the Calendar, it will revert to the default view. To learn more about setting your default calendar view, see “Using Calendar ” (page 41).

NOTE Navigation icons and viewing tools are indicated by the red box in Figure 27.

Figure 26 - Validate Ethnicity and Race for Student screen
When there are items listed on a day in the Calendar, the date becomes a hyperlink. Click the date to view details of all the items on that day (see Figure 28). From the Month, Week, or Day view, you can click on an item to see its details. When viewing the details of an assignment, you can click Show Assignment Details to learn more about that assignment, or you can copy the information to your own calendar using the Export to Personal Calendar option (see Figure 29).

Figure 27 - Calendar with navigation and viewing tools outlined in red

Figure 28 - Example of the detail view when you click on the date number
Using Calendar Options

Calendar Options allow you to customize the appearance of the Calendar application. You can also add notes to the Calendar that can serve as personal reminders.

Customizing Your Calendar Display

You can choose the color used to display information on the Calendar or hide the information from view.

To customize your Calendar display:

1. Click Calendar Options located at the top right side of the Calendar.

2. Click Calendar Display.

3. Configure the Calendar Display screen (Figure 30). Table 8 describes each option.

   **NOTE**
   
   If you’re a guardian with more than one student, the selections you make in the Calendar Display area affect your calendar view for all students in the family. If you’re a student, the selections you make in the Calendar Display area affect your view only.

4. Configure the Select Student Events and Colors options by doing one or more of the following:

   • Clear the check box to the left of an event if you do not want to display it on the Calendar.

   • Click the color box to the right of an event to customize the color used to display the event. Choose a color from the Pick Color box.

   • Click Check [Event] for all my students and apply this color to apply the same color selection for this event to all your students. Do not select this option if you want to use a different color for this event for each student.
5. Click Save.

**NOTE** All Events made available by your district are displayed for each student. If an event is hidden, you will not see a color box for that event.

The example in Figure 30 shows the different events available for Carmelo and Joshua. Students in the same family but in different schools may have different events based on the applications their schools make available in Family and Student Access.

![Figure 30 - Calendar Display screen](image)

<table>
<thead>
<tr>
<th>AREA</th>
<th>PURPOSE OF AREA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calendar Display</td>
<td>Allows you to determine the overall look of the Calendar.</td>
</tr>
<tr>
<td>Options in This Area</td>
<td>Description of Options</td>
</tr>
<tr>
<td>Default Calendar View</td>
<td>Sets the default view to Month, Day, or Week.</td>
</tr>
<tr>
<td>Hide Saturday and Sunday</td>
<td>Allows you to show or hide Saturday and Sunday.</td>
</tr>
<tr>
<td>on the Calendar</td>
<td></td>
</tr>
<tr>
<td>Show District-wide Activity Events</td>
<td>Displays all district-wide Activity events in the calendar.</td>
</tr>
<tr>
<td>Show District-wide Field Trips</td>
<td>Displays all district-wide field trips.</td>
</tr>
<tr>
<td>AREA</td>
<td>PURPOSE OF AREA</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Select Student Events and Colors</td>
<td>Allows you to select which events you want to display on your calendar. You can also choose a color to represent each event.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Options in This Area</th>
<th>Description of Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absences/Tardies</td>
<td>Allows you to view attendance information for a student on the Calendar.</td>
</tr>
<tr>
<td>Childcare Schedule</td>
<td>If your district uses the Childcare application, you can view and update the days your student will be attending childcare.</td>
</tr>
<tr>
<td>Lunch Menu</td>
<td>Specific to each school. The color you select for one student’s Lunch Menu is applied to all of your students at the same school. You can select different colors for your students at different schools.</td>
</tr>
<tr>
<td>Gradebook Assignments</td>
<td>Displays Gradebook assignment information on the Calendar.</td>
</tr>
<tr>
<td>Notes</td>
<td>Messages or reminders you can enter for yourself.</td>
</tr>
<tr>
<td>Student Field Trips</td>
<td>Displays field trip information for a class or activity that a student is enrolled in.</td>
</tr>
<tr>
<td>Student Activity Events</td>
<td>Displays information for an activity that a student is enrolled in.</td>
</tr>
<tr>
<td>Student Tests</td>
<td>Displays information related to standardized tests your student takes.</td>
</tr>
<tr>
<td>Calendar Events</td>
<td>School-wide Events. The color selected for one student is applied to all of your students in the same School. You can select different colors for your students at different schools.</td>
</tr>
<tr>
<td>Student Services</td>
<td>Displays information such evaluation dates for a student’s Individual Educational Plan or Individual Accommodation Plan.</td>
</tr>
<tr>
<td>Student Conferences</td>
<td>Displays parent/teacher conference appointments.</td>
</tr>
</tbody>
</table>

Table 8 - Description of the options on the Calendar Display screen
**Adding Calendar Notes**

You can create notes to display in your Calendar. For example, you can enter a Note on a specific date on the Calendar to remind you to bring money to pay a school fee.

To add Calendar notes:

1. Click Calendar Options located at the top right side of the Calendar.
2. Click Add Note for [Student Name].
3. In the When box, type the Note you want to display on the Calendar.
4. Select a class if desired.
5. Type information in the Note and Detail boxes.
7. Click Save.

<table>
<thead>
<tr>
<th>NOTE</th>
<th>To edit a Note, click the Note item on a calendar day. Click Edit and make the desired changes. To remove the note, click Delete. You can click Export to Personal Calendar to add the note to your personal calendar.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You can also edit or delete a Note by selecting Calendar Options and then Note History. You cannot export the note to your personal calendar from the Calendar Options location.</td>
</tr>
</tbody>
</table>

**Gradebook**

The Gradebook application allows you to view your student’s current year Gradebook data for all classes. This application shows your student’s missing assignments, online assignments, entries in the Teacher’s Log, and GPA/Class Rank.

| NOTE          | If you are viewing the Gradebook application for more than one student, the information appears by school then by student. |

Figure 31 shows an example of the Gradebook screen where you can view your student’s missing assignments, online assignments, and class grades. This section explains each of these areas.

| TIP          | You can click the Printer icon ( ) to print the Gradebook’s Class Grades screen. |
Figure 31 - Example of the Gradebook screen showing the Missing Assignments, Online Assignments and Class Grades areas. A message also appears at the top of the screen telling you the number of school days teachers have after assignment due dates to enter grades.

**Missing Assignments**

The Missing Assignments area shows the number of missing assignments for your student and displays the most recent missing assignment (see Figure 31). Missing Assignments are displayed by date and then by class. You can click the assignment name to view details for that assignment. To view all missing assignments for your student, click Show All.

Assignments, classes, and teacher names are hyperlinks. You can click on a hyperlink to view more information about the assignment, class, or teacher. The assignment’s due date is also displayed. An assignment is considered missing based on its due date or if the teacher marked it as missing.

**TIP**

You can click the Printer icon to print the Missing Assignments screen.
**Online Assignments**

The Online Assignments area allows students to complete assignments that teachers have posted to Family and Student Access.

Assignments that the teacher makes available online display if they meet the following criteria:

- The current date and time is after the assignment Start Date and Time
- The current date and time is before the assignment Stop Date and Time
- The assignment has not been completed

To learn more about Online Assignments, see the *WSIPC Guide to Online Assignments for Students and Guardians*.

**Class Grades**

The Class Grades area displays your student’s current year classes and grades.

If your district has enabled the option, you can click a teacher’s hyperlinked name to send an email or go to the teacher’s website.

The layout and features of the Class Grades area vary depending on the type of electronic Gradebook the teacher is using for the class. There are two types of electronic gradebooks: the Secondary Gradebook and the Standards Based Gradebook. If you don’t know which Gradebook is used, contact the school.

**Display Options**

The default view for the Class Grades area includes all classes for all Terms. To change the view, you can click Display Options to do the following:

- Show Current Term Only
- Show All Terms
- Hide Subjects (available for Standards Gradebook only)
- Hide Dropped Classes
Secondary Gradebook and Standards Gradebook with Term Grades

If your school uses the Secondary Gradebook or the Standards Gradebook with Term Class Grades, you can view class information, term grades, Secondary assignment grades, or Standards subject, skill, or event grades. Figure 32 shows an example of a Secondary Gradebook and Standards Gradebook with Term Grades displaying the calculated Gradebook grade.

<table>
<thead>
<tr>
<th>Class Grades</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carmelo (WSIPC High School)</td>
</tr>
<tr>
<td><strong>Class</strong></td>
</tr>
<tr>
<td>Period 1 (8:00 AM - 9:30 AM)</td>
</tr>
<tr>
<td>SPANISH II SEM 1</td>
</tr>
<tr>
<td>KS Rallison</td>
</tr>
<tr>
<td>Period 1 (8:00 AM - 9:30 AM)</td>
</tr>
<tr>
<td>SPANISH II SEM 2</td>
</tr>
<tr>
<td>KS Rallison</td>
</tr>
<tr>
<td>Period 2 (9:00 AM - 10:30 AM)</td>
</tr>
<tr>
<td>ALGEBRA II SEM 1</td>
</tr>
<tr>
<td>Winfred Darling</td>
</tr>
<tr>
<td>Period 2 (9:00 AM - 10:30 AM)</td>
</tr>
<tr>
<td>ALGEBRA II SEM 2</td>
</tr>
<tr>
<td>Winfred Darling</td>
</tr>
<tr>
<td>Period 3 (10:00 AM - 11:30 AM)</td>
</tr>
<tr>
<td>ENGLISH 10 SEMESTER 1</td>
</tr>
<tr>
<td>Sharmaine Vaccarezza</td>
</tr>
<tr>
<td>Period 3 (10:00 AM - 11:30 AM)</td>
</tr>
<tr>
<td>ENGLISH 10 SEMESTER 2</td>
</tr>
<tr>
<td>Sharmaine Vaccarezza</td>
</tr>
<tr>
<td>Period 4 (11:00 AM - 12:30 PM)</td>
</tr>
<tr>
<td>WORLD HISTORY/CULTRE S1</td>
</tr>
<tr>
<td>Donan Frommeyer</td>
</tr>
<tr>
<td>Period 4 (11:00 AM - 12:30 PM)</td>
</tr>
<tr>
<td>WORLD HISTORY/CULTRE S2</td>
</tr>
<tr>
<td>Janice Whamler</td>
</tr>
<tr>
<td>Period 5 (11:30 AM - 12:30 PM)</td>
</tr>
<tr>
<td>WELDING II SEM 1</td>
</tr>
<tr>
<td>Branderck Hardman</td>
</tr>
<tr>
<td>Period 5 (11:30 AM - 12:30 PM)</td>
</tr>
<tr>
<td>WELDING II SEM 2</td>
</tr>
<tr>
<td>Branderck Hardman</td>
</tr>
<tr>
<td>Period 6 (12:30 PM - 2:00 PM)</td>
</tr>
<tr>
<td>BIOLOGY SEMESTER 1</td>
</tr>
<tr>
<td>Cathryn Grauer</td>
</tr>
<tr>
<td>Period 6 (12:30 PM - 2:00 PM)</td>
</tr>
<tr>
<td>BIOLOGY SEMESTER 2</td>
</tr>
<tr>
<td>Cathryn Grauer</td>
</tr>
</tbody>
</table>

**Figure 32 - Secondary Gradebook and Standards Gradebook with Term Grades displaying the calculated Gradebook grade**

**Class Information**

You can click the course description in the Class column to view detailed information about a class, including its department, subject, number of credits, duration, period, time, and room number.
**Class Grades**

Midterm, term, semester, final, semester exam, final exam, citizenship, and athletic grades appear in the Class Grades area grid. You can click on a grade to see the assignments that make up the grade. Grades that are in bold indicate that it is a posted grade.

<table>
<thead>
<tr>
<th>NOTE</th>
<th>Grades that appear in black and have no link to assignments indicate that the teacher is not using a Skyward Gradebook.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>NOTE</th>
<th>Based on your district’s settings, you may see a Progress Report icon ( ) instead of a grade. Click on the icon to see the assignments in that grading period.</th>
</tr>
</thead>
</table>

**Secondary Assignment Grades and Standards Subject, Skill, and Event Grades**

You can view assignment grades or subject, skill, and event grades for Standards Gradebook for a class in a specific term. Click the grade in the column that represents the term you want to view. For example, to see all assignments in a class from Semester 1, click the grade of that class in the Semester 1 column.

The Progress Report screen shows detailed information about assignments for a Secondary class or subjects, skills, and events for a Standards class in a specific term. This may include the Category of an Assignment, subject and skill of an event, due date, name, grade (in points, percentage, and grade mark), points possible, Special Code, Missing indicator, No Count indicator, and comments. If you click the name of the assignment, you may also see statistical information about an assignment (such as high score, low score, and average score).

To view the percentage ranges that are associated with each Grade Mark, click Grade Mark Legend.
Standards Gradebook without Term Grades
If your school uses the Standards Gradebook without Term Class Grades, you can view class information, subject, skill, or event grades. Figure 33 shows an example of a Standards Gradebook without Term Grades.

Figure 33 - Standards Gradebook without Term Grades

Class Information
You can click the Course name in the Class column to view detailed information about a class, including its department, subject, number of credits, duration, period, time, and room number.

Subject, Skill, and Event Grades
Grades for a selected subject are listed in a table on the Progress Report screen. This may include the name of the subject, skill, or event, due date, grade (in points, percentage, and grade mark).

To view subject, skill, and event Grades, click the Progress Report icon ( ).

To see the Special Code, No Count indicator, Missing indicator, Modified indicator, comment, average grade, low grade, high grade, and median grade for an event, click the name of the event.

To view the percentage ranges that are associated with each Grade Mark, click Grade Mark Legend.
Figure 34 - Example of the Progress Report screen after clicking the progress report icon which is indicated with a red box.
GPA/Class Rank
The GPA/Class Rank link displays your student’s GPA, Earned and Failed Credits, and Rank information. You can click View Details next to a school year (see Figure 35) for detailed information about GPA and Rank for a specific school year.

![GPA / Class Rank](GPA-Class-Rank.png)

**Figure 35 - Gradebook: GPA and Class Rank**

Teacher’s Log
The Teacher’s Log displays Notes that the teacher of a class has entered for your student. To view the contents of the Teacher’s Log, click the Teacher's Log icon (see Figure 36).

![Period 2](Period-2.png)

**Figure 36 - Gradebook: Teacher’s Log icon is indicated with a red box.**
Comment Bubbles
When you click on a course grade link, the Progress Report screen appears. When a teacher has entered a comment on your student’s report card or on an assignment, a Comment bubble appears (see Figure 37). You can click on the comment bubble to view the comment details.

Figure 37 - Gradebook: Comment bubble on a term grade and an assignment grade outlined in red

Attendance
The Attendance application allows you to view your student’s tardies and absences. The Attendance screen is divided into several areas. The left side of the screen displays detailed attendance information by student. The right side of the screen displays attendance information in chart format. If your student’s school allows it, you can also enter an absent request to the school using the link at the top of the Attendance screen. This section describes each area.

NOTE Attendance information can also be viewed from the Calendar application by clicking Absent on a Calendar day.

Attendance Detail
On the left side of the Attendance screen, absences and tardies for the current date are displayed. Below Today's Attendance: [date], student attendance is grouped by student and date. Absences are displayed by periods missed or classes missed.

If your student’s school displays attendance by period, all days in which a student has attendance are listed chronologically by period (see Figure 38). If your student is absent or tardy in one class, the class is displayed in the Class column. If he or she is absent or tardy in multiple classes, you can click View Classes to view the specific classes.
If your student’s school displays attendance by class, all days in which a student has attendance are listed chronologically along with Course information (see Figure 39). In this view, Absence Type and Absence Reason information are displayed for each class attendance record.
Figure 39 - Attendance displayed by class

Term and YTD Totals
The right side of the Attendance screen displays student statistical attendance data in chart format for the current Term and Year to Date. You can view attendance information by Period or by Day. Selecting View Charts by Period provides you with a count of how many periods have been missed, broken down by Absence Type (Excused, Unexcused, and Other). Selecting View Charts by Day provides you with a count of days missed, broken down by Absence Type.

Entering Absence Requests
If enabled, the Enter Absent Request link allows you to notify the school attendance office when your student is expected to be absent from school. This feature is not available to students.

To enter an Absence Request:

1. Click Enter Absent Request.
2. Click Add Request.
3. Enter the Start Date and Time when your student is expected to be absent.
4. Enter the End Date and Time when your student is expected to return to school.

5. Select a Reason for Absence.

6. Enter any Comments. This is optional.

7. Click Save.

All submitted Absence Requests are listed on the Absent Requests screen. The Status column indicates whether an Absence Request is pending approval from the school attendance office or Accepted and processed (see Figure 40). You cannot modify an Accepted request. To edit or delete a pending notification, click Edit or Delete.

Figure 40 - Example of an Absent Requests screen with one pending request and one that has been accepted
**Student Information**

The Student Information application (Figure 41) allows you to view demographic, family, emergency contact, and busing information that your district has made available to you.

If a name is hyperlinked, you can click it to send a message to the recipient. You can also click the name of your student’s Homeroom teacher, advisor, or discipline officer to send them an email message.

---

**Figure 41 – Student Information**

**View Alert Information**

Click the Alert Information link located to the right of your student’s name to view information the district has on file for your student. This may include information about food allergies or restrictions about who can pick up your child from school.

**Changing Student and Family Information**

Depending on your school district’s settings, guardians may be able to change or request a change to Student and Family Information through Family Access. This option is not available to student users.

To change student and family information:

1. In the upper right corner of the Student Information screen, click Request Changes for [student name].
2. Click the specific area and make the necessary changes.

3. Click Save.

Some changes require approval from your school district. These changes appear in red indicating that they are pending approval. Before your school district approves a change, you can click Undo Request Changes to delete the request. Other changes do not require approval and are updated immediately.

**NOTE** If you see information that is incorrect, needs updating, and you do not have the Request Changes for [student name] link (or the information is shaded), contact the school.

**View Bus Schedule Link**
The View Bus Schedule link displays your student’s transportation information. This includes your student’s bus numbers, pick up and drop off addresses, days, and times. You can click View Bus Schedule to display the Pickup and Drop Off Addresses (see Figure 42). Click View Pickup Bus Stops or View Drop Off Bus Stops to view pickup times (see Figure 43), drop off times (see Figure 44) and locations.

![Carmelo's Bus Schedule](image)

**Figure 42 - View Bus Schedule screen displaying Pickup and Drop Off information**

![Pickup Bus Stops](image)

**Figure 43 - Example of Pickup Bus Stop information**
View Student’s Family
The View [student name] Family link displays information regarding your student’s family. This information may include, but is not limited to, the guardians in the family, the family street address and mailing address, the primary phone, and guardian email addresses (see Figure 45).
Food Service

The Food Service application allows you to view your student’s Food Service account balance and daily purchase information. Your district may also provide lunch menu information and Food Service related messages on the Food Service screen. Some school districts also allow you to make online payments using a credit card through a third-party vendor, and enter online applications for Free or Reduced-Price Meals. This section describes the information available through the Food Service screen (see Figure 46).

![Figure 46 - Food Service screen](image)

Submit a Food Service Application

With the Food Service application in Family Access, you can submit an online application for Free or Reduced-Price Meals to the district Food Service department. When you submit an application for Free or Reduced-Price Meals, the information you provide is confidential and only the Food Service department sees it. After you have entered information about your household size, names and income, your application is submitted to the district for approval. To learn how to enter an online application, see Appendix A.

Current Account Balance

The Current Account Balance area displays the balance in each student’s Food Service account and Lunch Type, such as full price, free, or reduced.
**Today’s Lunch Menu**
If your district has enabled this feature, you will see the lunch menu for the current date. You can click Lunch Calendar to see meals for the month.

**Food Service Messages/Links**
The Food Service Messages/Links area is where you see information your district wants to share regarding Food Service. For example, may allow you to make online payments or submit an electronic Food Service Application.

**Payment Information**
Itemized payment information is displayed for each student. Payments are listed by date, including the payment amount and check number if the payment was made by check. Click View Totals to see a summary of each student’s Food Service account information, including Prior Year Balance, Year to Date Payments, Year to Date Purchases, and Current Balance.

**Purchases Information**
Itemized purchase information is displayed in the upper right corner of the Food Service screen. Your student’s Key Pad Number is also displayed. Transactions are grouped by student for the selected date. Click Previous Day or Next Day to view those days’ purchases. You can also click the Calendar icon (📅) to navigate to another day.

**Making an Online Payment**
To make an online payment, click Make a Payment on the Food Service wall (see Figure 47). Click Update Payment Amount, enter the amount you want to pay and click Pay with Vendor. Contact your school district to learn more about the payment processing vendor they use and any associated fees.

![Figure 47 - Make a Payment link outlined with a red box on the Food Service wall](image)
Schedule

The Schedule application allows you to view your student’s current and next year schedules, including open course requests, available courses, and selected courses. Figure 48 shows your student’s schedule for the entire year and the current Term in yellow.

Currently Scheduled Classes

The Currently Scheduled Classes: [date] area displays the classes which a student is scheduled into that meet on the designated day.

Current Year Schedule

The Current Year area displays your student’s schedule. The default view is for the entire school year with the current term highlighted. You can click Display Options to Show Current Term Only or to View Next Year Schedule.

To view more information about a class, click the hyperlink for the course. If a teacher’s name is hyperlinked, you can click the name to learn more about the teacher. You can also click the email address to email the teacher, or click the website link to go to the teacher’s website.

Course Requests Now Open

You can click the View Request Courses for [school year] in [student’s school] link to request courses, update requests, and work with alternate course selections. This is often the first step in the future scheduling process. Adding course requests gives the school an idea of how many seats are requested and helps them build the master schedule. The Request Courses area (Figure 49) allows you to view and select courses for a future term or school year.
Available Courses
After you click the View Request Courses for [school year] in [student's school] link, the Available Courses for [school year] area shows the courses that are available to your student based on your student’s grade level in the current or next school year. To learn more about a course, click the course description in the Course column.

Figure 49 - Request Courses: Available Courses

TIP You can click the Printer icon (epad) in the upper right corner to print the screen.

Selected Courses
The Selected Courses area displays the course that your student has requested for the next school year. The student, their guardian, or their counselor may have requested these courses.

Total Requests/Scheduled and Total Credits counts are located above the Selected Courses list to help you make the correct number of course requests. Your school district may have restricted the maximum number of credits you can request.

NOTE An asterisk (*) to the right of a course in either the Available Courses list or the Selected Courses list indicates that the course has been recommended by a teacher.
Adding a Course Request

You can add one or more course requests.

To add a course request:

1. From the View Request Courses for [school year] in [student's school] screen, do one of the following:
   - Locate the course in the Available Courses list.
   - Use Search to locate the course.

   **NOTE** The Search feature is located in the lower left side of the screen. Type the name of the class into the box and click Search. For example, type “History” to find all History classes.

2. Click Add Course. The course now appears in the Selected Courses list (Figure 50).

   **NOTE** Click Clear, located to the right of Search in the lower left side of the screen, to return the Available Courses list to all courses.

3. Repeat steps 1 and 2 until you have completed requesting courses.

![Figure 50 - Request Courses: Requested Courses area indicated by a red box with two courses requested](image)
Removing a Course Request
You can remove one or more course requests.

To remove a course request:

1. From the View Request Courses for [school year] in [student’s school] screen, locate the course in the Selected Courses list
2. Click Remove Course.

Requesting Alternates
Alternates are optional but help you or your counselor specify what courses you want to take if one or more of your course requests are not available. To select Alternate Courses, click the Request Alternates link. The Available Alternate Courses area allows you to make or change alternate course requests.

Alternates are updated the same way course requests are updated. However, you can change the Priority of the Alternates in the Selected Alternate Courses. Click the blue arrows to move an alternate request up or down (see Figure 51). A course with a Priority of “R” is a course request (not an Alternate) and cannot be reordered.

Figure 51 - Request Alternates: Available Alternate Courses and Selected Alternate Courses showing a Priority 1 and 2 Alternate Requests as well as Regular Request
Discipline

The Discipline application allows you to view your student’s discipline records in chronological order. The Today’s Discipline: [date] area displays discipline records created on the current day.

To view more details about an Offense, including the Actions taken as a result of the Offense, click View Action(s) Taken. Figure 52 shows an example of the Discipline screen with two Offense records displayed.

![Discipline application displaying two Offense records](image)

**Figure 52 - Discipline application displaying two Offense records**

On the Action(s) Taken for [Offense] offense screen (Figure 53), all actions taken as a result of the offense are listed.

![Discipline Offense details displaying the Action(s) taken for the selected offense](image)

**Figure 53 - Discipline Offense details displaying the Action(s) taken for the selected offense**
If a discipline officer’s name is hyperlinked, you can click the name to learn more about the discipline officer. You can also click the email address to email the discipline officer, or click the website link to go to the discipline officer’s website.

**Test Scores**

The Test Scores application allows you to view test scores that your school district entered. These are usually standardized or diagnostic assessments (such as HSPE) and not tests or quizzes relating to a specific class. To view your student’s scores for a test, click the Show Scores link (see Figure 54) that corresponds with the test you want to view.

![Figure 54 - Test Scores application after clicking the Show Scores link](image)

**Fee Management**

The Fee Management application allows you view your Fee Management Payor account information and your student’s Fee Management Customer account information (see Figure 55). You can View Fees, View Payments, and View Totals in the Fee Management application. Depending on your school district’s setup, you may also be able to make a payment using the Fee Management application. This section describes each of these links.

![Figure 55 - Fee Management application](image)
**View Fees**
The View Fees link displays itemized charges and payments for your student (Customer).

**View Payments**
The View Payments link displays itemized payments that the Payor made for all Customers attached to the Payor. Click Show Fees to see all itemized Fee Management activity.

| NOTE | Depending on your school district’s configuration, the Payor (the person responsible for payment) may be the student or the guardian. Contact your school district to learn more about the Payor configuration. |

**View Totals**
The View Totals link displays the total Charges, Payments, Other Credits, Pre-payments and Balance Due for each student.

**Making Online Payments and Adding Charges**
Some school districts also allow you to make online payments using a credit card through a third-party vendor. They may also allow you to add a charge from a list, such as a field trip fee.

To make an Online Payment and add a charge:

1. From the Fee Management screen in Family or Student Access, click the Make a Payment link.

2. Select the Pay Charge check box (Figure 56) for the item you want to make a payment.

3. In the Pay Amount box, enter the amount you want to pay.

4. At the bottom of the screen, click Add Charges.

5. Select the charge to be added and click Add.

6. Click Pay with [vendor].

Contact your school district to learn if a payment processing vendor is used and if there are any associated fees.
Activities

The Activities application allows you to view your student’s current year activities, such as softball, ASB Officers, or DECA. To view your student’s previous year activities, you can click the View Activities from Prior Years link.

If an activity leader’s name is hyperlinked, you can click the name to send them an email message or go to the activity leader’s website.
**Student Services**

The Student Services application allows you to view your student’s Special Education, Section 504, or Gifted and Talented information.

To view Student Services information:

1. From the Student Services screen, click Display Options.
2. Select the corresponding Student Service from the list. Figure 58 shows an example.
3. To see the details for a specific record, in the Details column for that record, click View.

![Figure 58 - Student Services application showing Display Options](image)

**Educational Milestones**

The Educational Milestones application allows you to view your student’s assigned and completed Educational Milestones. Educational Milestones are typically non-coursework requirements that your student must complete in order to graduate. Figure 59 shows an example of a student’s Educational Milestones screen in Family or Student Access.

![Figure 59 - Educational Milestones screen](image)
Graduation Requirements

The Graduation Requirements application allows you to view your student’s progress towards meeting Coursework Requirement Areas (CRAs) according to their Graduation Plan.

The Course Requirements screen (Figure 60) displays the Coursework Requirement Areas (CRA), the number of required credits, completed credits, in progress credits, next year credits, future credits, waived credits, and remaining credits for each CRA.

![Figure 60 - Graduation Requirements: Course Requirements screen](image)

Click View All Courses (Figure 61) to view all the classes your student is enrolled in, has completed, or has attempted in each CRA or sub-area. The number of credits and grades earned are displayed for each class. You can click the class description to view more information about the class. If a teacher’s name is hyperlinked, you can click it to send them an email message.

![Figure 61 - Graduation Requirements: View All Courses showing the courses completed that meet the English requirement](image)
Home Room

The Home Room application allows you to view information about your student’s homeroom, such as the Building, Room number, and Homeroom Teacher. It also lists all students in the homeroom. Each student’s gender, birth day (mm/dd), phone number, and address are displayed.

![Homeroom application](image)

Teacher Conferences

The Teacher Conferences application allows you to view scheduled times for conferences with your student’s teachers (see Figure 63). Your school may allow you to select a conference time slot or view conference time slots that have been reserved for you.

![Teacher Conferences: View Scheduled Times](image)

Click All Conferences to view your scheduled conferences and any classes that have conference times available (see Figure 64).

![Teacher Conferences: All Conferences](image)
If a conference has not been scheduled for a class, you can choose a time that best fits your schedule. Click **Select a Time** to see the available timeslots (see Figure 65).

![Teacher Conferences]

**Figure 65 - Teacher Conferences: All Conferences after clicking the Select a Time link**
Academic History

The Academic History application allows you to view your student’s grade history. It displays the Entity, school year, grade level, class description, terms, and grades for all classes that your student is enrolled in, has completed, or is scheduled in. Your district may allow you to see your student’s Academic History for all schools he or she has attended or just for the current school.

To view more information about a class, click the course description in the Class column (see Figure 66).

<table>
<thead>
<tr>
<th>Academic History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carmelo (WSIPC High School)</td>
</tr>
<tr>
<td>2013 - 2014, Grade 10</td>
</tr>
<tr>
<td>Class</td>
</tr>
<tr>
<td>ALGEBRA II SEM 1</td>
</tr>
<tr>
<td>ALGEBRA II SEM 2</td>
</tr>
<tr>
<td>BIOLOGY SEMESTER 1</td>
</tr>
<tr>
<td>BIOLOGY SEMESTER 2</td>
</tr>
<tr>
<td>ENGLISH 10 SEMESTER 1</td>
</tr>
<tr>
<td>ENGLISH 10 SEMESTER 2</td>
</tr>
<tr>
<td>SPANISH II SEM 1</td>
</tr>
<tr>
<td>SPANISH II SEM 2</td>
</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
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</tr>
<tr>
<td>WORLD HISTORY/CULTURE S2</td>
</tr>
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</table>

<table>
<thead>
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<th>2012 - 2013, Grade 09</th>
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<tbody>
<tr>
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</tr>
<tr>
<td>ENGLISH 9 SEMESTER 1</td>
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<td>GEOMETRY SEM 1</td>
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<tr>
<td>WELDING I SEM 2</td>
</tr>
</tbody>
</table>

<table>
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<tr>
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<tbody>
<tr>
<td>Class</td>
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<tr>
<td>ADVANCED MS BAND SEM 2</td>
</tr>
<tr>
<td>ALGEBRA S1</td>
</tr>
</tbody>
</table>

Figure 66 - Academic History application
Childcare

The Childcare application allows you to view or edit your student’s Childcare enrollment.

Fixed Childcare Programs are programs that have a set schedule when your student attends. For example, in a Fixed Childcare Program, your student may attend both AM Care and PM Care each day the program is offered (Monday through Friday).

Flexible Childcare Programs allow you to determine which days your student attends.

You can use the Childcare application to see the days your child attends a Fixed Childcare Program, or select the days your child will attend a Flexible Childcare Program.

**NOTE** Your district may not offer a Flexible Childcare Program.

Using the Calendar Display in Childcare

The Calendar Display option of the Childcare application (Figure 67) shows you which days of the week your student is scheduled to attend a Childcare Program. You can configure the calendar to hide the weekends as well as the default view and color used to represent Childcare days.

**NOTE** Childcare information is also displayed in the Calendar application.

![Figure 67 - Childcare application's Calendar](image-url)
To use Calendar Display in Childcare:

1. From the Childcare screen in Family Access, click Calendar Display (Figure 68).
2. Select the Hide Saturday and Sunday on the Calendar check box to conceal weekends.
3. Click Default View to select Month, Week or Day.
4. Click the color box to the right of Show Childcare Schedule to select a background color for Childcare records.
5. Click Save.

Figure 68 - Childcare Calendar with Calendar Display outlined in a red box

Selecting a Day for Your Student’s Childcare Attendance
If your district offers flexible childcare programs, you can choose which day or days your child will attend.

To select a day for your student’s Childcare attendance:

1. In the upper right corner of the Childcare screen, click Update Scheduled Attendance Days (see Figure 69).

   **NOTE** The Childcare Programs your student is enrolled in are listed on the left side of the Childcare Attendance Day Selection screen (Figure 70).

2. Click the current month or a month in the future for the flexible Childcare program you want your student to attend.
3. For each date, select the check box to the left of the program your student will attend.
4. Click Save Selections.

**NOTE** Your Childcare charges can be viewed in the Fee Management application.

5. Click Back to return to the Childcare Calendar.
Portfolio

The Portfolio application allows you to view electronic copies of documents that the school has added to your student’s Portfolio. This includes, but is not limited to, report cards, attendance letters, and awards your student has earned. It may also include Report Directory attachments. The Report Directory attachments allow you to view reports with customized information that your school district has built and made available to you. For example, your school district may build a report that contains your student’s gifted and talented status for you to view. You can click on the Description link of an attachment to view the information.

**NOTE** Your district may rename this application to reflect what is contained in it. For example, you may see “Documents and Report Cards” instead of Portfolio.

**NOTE** Students and Guardians cannot add documents to the Portfolio at this time.

![Figure 71 - Portfolio Attachments showing a Report Directory Report and a report card](image)

If your district requires that you acknowledge viewing a report card, you will see an eSigned column (see Figure 72). When you click on the report card link, the Electronic Signature screen appears (Figure 73). Respond to the information on the screen and click View Report.

![Figure 72 - eSigned column outlined in red box when a district requires acknowledgement that you have viewed a report card](image)
Figure 73 - Example of the Electronic Signature screen if your district requires acknowledgement that you have viewed a report card

After you view a report, a Report History link appears in the top right corner of the Family Access and Student Access screen (see Figure 74). You can click this link to see when the report was viewed, or you can view it again.

Figure 74 - Report History link when a report card requiring an electronic signature has been viewed
Skylert

The Skylert application allows you to manage Skylert subscriptions to receive General, Emergency, and/or Attendance notifications from the school. Figure 75 shows an example of the Skylert screen in Family and Student Access.

NOTE
If your district allows you to update information through the Skylert application, the information updated in the Contact Info area is saved to your profile, which you can view in My Account. Changes made in the Additional Contact Info for Family with [student name] area are saved to the Skylert application only. Contact your student’s school to update contact information and notification preferences.

Figure 75 – Skylert screen

In the My Skyward Contact Info area, phone numbers and email address are listed on the left. The corresponding check boxes on the right specify if you receive School Hours Emergency, Attendance, General, Weather Related Alert, and Survey Notifications from the school.
Changing Contact Information

It’s important to keep your contact information current so that you can receive notifications from your student’s school. The contact information that your district has on record for you is located in the My Skyward Contact Info area.

| NOTE | You can modify phone numbers and email address only if your school district allows it. Your school district may also restrict your ability to unsubscribe from certain types of notifications. |

To change your contact information:

1. On the My Skyward Contact Info screen in Family Access, modify your phone numbers, email address, or subscription as needed.

2. Click Save.

Additional Contact Information

In the Additional Contact Info for Family with [names of students] area, you can specify additional phone numbers, email addresses, and text message numbers at which you want to receive notifications. Since only Primary Guardians receive notifications by default, you can use this area to make sure your student’s other guardians also receive notifications.

To add additional contact information:

1. On the Additional Contact Info for Family with [names of students] screen, add new phone numbers, email addresses, or text message numbers.

2. For each new phone number, email address, or text message number, select the corresponding check box on the right to subscribe to notifications.

3. Click Save.
Health Information

The Health Information application displays your student’s health records. The default view displays Health Conditions. You can click Display Options to view other health related information that your district has made available to you. Figure 76 shows an example of the Health Information screen. Table 9 describes the information available in the Health Information application.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Out of Compliance on Vaccinations</td>
<td>Displays if your student is out of compliance on any of their required vaccinations. The vaccination that is out of compliance is listed along with why. Click Show All to view vaccinations that are out of compliance.</td>
</tr>
<tr>
<td>Show Health Conditions</td>
<td>Information about your student’s health conditions is displayed here.</td>
</tr>
<tr>
<td>Show Dental Records</td>
<td>If your student’s school tracks dental information, it is displayed here.</td>
</tr>
<tr>
<td>Show Disabilities</td>
<td>Information about your student’s disabilities is displayed here.</td>
</tr>
<tr>
<td>Show Office Visits</td>
<td>Information about your student’s visits to the nurse’s office appears here.</td>
</tr>
<tr>
<td>Show IHP Form</td>
<td>Student IHP records can be printed from here.</td>
</tr>
</tbody>
</table>
### Table 9 - Description of the available areas of the Health Information screen

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show Childhood Illnesses</td>
<td>If your student’s school records information related to childhood illnesses, it displays here.</td>
</tr>
<tr>
<td>Show Injuries</td>
<td>If your student’s school records information related to injuries a student incurs, it is displayed here.</td>
</tr>
<tr>
<td>Show Medications</td>
<td>Medications your student receives at school can display here.</td>
</tr>
<tr>
<td>Show Physical Exams</td>
<td>If your student’s school records physical exams such as sports physicals, it is displayed here.</td>
</tr>
<tr>
<td>Show Tests</td>
<td>Information about your student’s hearing tests, scoliosis screenings, tuberculosis screenings, vision tests and other health-relates tests appear here.</td>
</tr>
<tr>
<td>Show Vaccinations</td>
<td>Your student’s vaccination records are displayed here.</td>
</tr>
</tbody>
</table>

### School Directory

If your district has enabled the School Directory, you can determine whether your information is included, and if so, what information to include. If you select the School Directory link you can view information about other families in the district. To learn more about determining what information is displayed in the School Directory for you and your family, see “School Directory” (page 22) under “Managing My Account Information.”

### Login History

The Login History application allows you to view a history of the times you have signed into Family and Student Access. The list displays the date, time, and IP address of each login. You can also click View Areas to see the areas that you navigated to for each login.

![Login History](image)

**Figure 77 - Login History application**

The Login History displays only your logins. Students cannot see their guardian’s login history and guardians cannot see their student’s login history.
Appendix A

Adding an Online Application for Free or Reduced-Price Meals in Family Access

You can add an application for Free or Reduced-Price Meals using the link Submit a Food Service Application on the Food Service tab in Family Access. What you can view or update through the link may vary by the school that your child attends. **However, you only need to submit one application that includes all members of your family.** When you submit an application for Free or Reduced-Price Meals, the information you provide is confidential, and only the Food Service Department in your district sees it.

This document walks you through the steps necessary to complete the Online Meal Application for Free or Reduced-Price Meals in Family Access. Once you begin the process, you will find additional information in the Letter to Households section, including who you should contact if you have any questions.

**Begin Adding an Online Application for Free or Reduced-Price Meals**

When you begin adding an application for Free or Reduced-Price Meals, instructions are listed at the top of each page. You can use the links in the column on the left-hand side of the screen to quickly jump to a specific page. However, it’s best to use the procedures below and the Next button at the top of each page to be sure you are completing all required steps.

To begin adding an Online Meal Application for Free or Reduced-Price meals:

1. Select Food Service from the Family Access General Information tree on the left-hand side of the screen.
2. Click Submit a Food Service Application at the top of the Food Service wall (see Figure 78).
3. Click Add Application (see Figure 79).
4. Go to the next section, “Reviewing and Accepting the Letter to Households.”
Reviewing and Accepting the Letter to Households

The Letter to Households provides you with the basic information about how your child or children can qualify for Free or Reduced-Price Meals.

The following information is included in the Letter to Households:

- Information about the cost of Free or Reduced-Price meals
- Helpful information about application requirements
- District contact information if you have questions
- A Federal Income Chart that provides you with the eligibility guidelines of income levels based on household size

**NOTE**  You must acknowledge that you have read the Letter to Households before you can continue the application process.
To review and accept the Letter to Households:

1. Continuing from the previous section, review the Letter to Households, and click I have read the Letter to Households and would like to continue the application (see Figure 80).

2. Click Next.

3. To continue the Online Application for Free and Reduced-Price Meals, go to the next section, “Reviewing the Federal Income Chart.”

Figure 80 - Household Application for Free and Reduced-Price Meals Letter to Households
Reviewing the Federal Income Chart

The Federal Income Chart, which is updated yearly, helps you determine whether your child qualifies for Free or Reduced-Price Meals. Eligibility is based on the size of your family and your household income.

To review the Federal Income Chart:

1. Continuing from the previous section, review the Federal Income Chart (see Figure 81) to determine whether your child qualifies for Free or Reduced-Price Meals.

   **NOTE** Foster children automatically qualify for Free Meals. However, you must continue the Online Application process for district approval.

2. Click Next.

3. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Reviewing the Privacy Act.”

![Figure 81 - Household Applications for Free and Reduced-Price Meals, Federal Income Chart](image)
Reviewing the Privacy Act
The Privacy Act Statement explains how the district uses the information provided in your household application.

To review the Privacy Act:

1. Continuing from the previous section, read the information in the Privacy Act Statement (see Figure 82).

2. Click Next.

3. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Reviewing the Non-Discrimination Statement.”

Reviewing the Non-Discrimination Statement
The Non-Discrimination Statement explains what to do if you believe you have been treated unfairly.

To review the Non-Discrimination Statement:

1. Continuing from the previous section, read the information in the Non-Discrimination Statement (see Figure 83).

2. Click Next.

3. To continue your Online Application for Free or Reduced-Price Meals, go to the next section in this document: “Filling out the Household Application for Free and Reduced-Price Meals.”
Filling out the Household Application for Free and Reduced-Price Meals

Each of the following sections of the application requires that you enter personal information about household members and income. The district only needs one application per household, so information entered here should reflect all members of your household. For more help, see the instructions that appear at the top of each screen.

Part 1: Legal Name of Student

In Part 1: Legal Name of Student, list all the names of students living with you that attend school in this district (see Figure 84).

To fill out Part 1: Legal Name of Student:

1. If your child received Free or Reduced-Price Meals during the previous school year, select the check box Check here if you received meal benefits last year.

   NOTE
   Selecting this check box does not automatically qualify your child or children for meal benefits this school year. You must continue filling out the application.

2. If any children you are applying for are classified as homeless or migrant, select the appropriate Child Status box. Although children in these categories may automatically qualify for free meals, you must continue filling out the application.

   NOTE
   Information entered on the Household Application for Free and Reduced-Price Meals is not shared with other departments in the district that may need information about your child. If you have selected one of the Child Status boxes, contact your child’s school for program assistance.
3. Enter information in the Legal Name, Date of Birth, School and Grade boxes for each child in your household who attends school in the district.

**NOTE**  
Use your student’s legal name on the application. This helps the Food Service Administrator match names to students in the district.

**NOTE**  
If you need to enter more than six student names, select the check box Add More Names to Application (at the top of the screen). This adds additional record lines to the application.

4. Select the Check if NO Income check box for any student in your household who does not have an income.

5. Select the Check if a Foster Child check box for any students living in your household who are foster children.

**NOTE**  
Foster children automatically qualify for Free Meals. However, you must continue the Online Application process for district approval.

6. In the Basic Food, TANF or FDPIR Case Number box, enter the case number for any student who has a Basic Food, TANF (Temporary Assistance for Needy Families) or FDPIR (Food Distribution Program on Indian Reservations) Case Number.

7. If a number is entered in the Case Number box, select the case number type in the Does the Student Receive Basic Food, TANF, or FDPIR? box.

8. Click Next.

9. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Part 2: Gross Income.”

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**Figure 84 - Household Application for Free and Reduced-Price Meals, Part 1: Legal Name of Student**
Part 2: Gross Income

In Part 2: Gross Income, list the names of all other household members and any income they contribute (see Figure 85).

**NOTE** If you provided a case number for any household member in Part 1, you are not required to fill out this section. Click Next and go to Part 3.

To fill out Part 2: Gross Income:

1. Continuing from Part 1, in the Name box at the top of the screen, enter the name of any household member that has a TANF or FDIPR Case Number.

2. If you entered a name in the Name box, enter a number in the Case Number box.

3. If you entered a Name and Case Number in step 1 and 2, select one of the following check boxes for the associated Case Number: Basic Food, Temporary Assistance for Needy Families (TANF) or Food Distribution Program on Indian Reservations (FDIPR).

4. For all adults and children who live in your household but are not in school, enter information in the following boxes:
   - Full Legal Name
   - Earnings from Work before Deductions
   - Child Support/Alimony
   - Pensions/Retirement/Social Security (SSI)
   - Any Other Income Not Already Listed

5. Click the drop-down arrow next to any income box to select the frequency of the income.

**TIP** To see descriptions of the frequency codes, pause your mouse pointer over the Frequency box.

6. To enter more than six household members, select the check box Add More Names to Application at the top of the screen. This adds additional record lines to the application.

7. Select the check box Check if NO Income for any member of your household who does not have an income. For example, you may add a child who does not yet attend school and does not have an income. Select the Check if No Income check box for this child.

8. Click Next.

9. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Part 3: Total Household Members.”
Part 3: Total Household Members

In Part 3: Total Household Members, enter the number of members living in your household (see Figure 86).

To fill out Part 3: Total Household Members:

1. Continuing from Part 2, in the Total Household Members box, enter the number of people living in your household. This number should include students, non-students, and all adults.

2. Click Next.

3. To continue your Online Application for Free and Reduced-Price Meals go to the next section in this document: “Part 4: Signature.”
Part 4: Signature

In Part 4: Signature, certify that the information you entered on the application is accurate by using the electronic signature and enter the additional requested information. An electronic signature is used in this section so the application can be submitted online (see Figure 87).

**NOTE** The person signing the online application electronically must also be listed in Part 2 Gross Income as a member of the household.

To fill out Part 4: Signature and Social Security Number:

1. Continuing from Part 3, click the Click to Sign link to view the Electronic Signature Agreement.

2. Read the Electronic Signature Agreement, and do one of the following:
   - Click I Agree to sign the application electronically.

     **NOTE** Clicking I Agree enters the text “Signed Electronically” in the Sign here box, and adds the current date in the Date box. The Click to Sign link then changes to Remove.

   - Click Back to close the Electronic Signature Agreement without signing the application.

     **CAUTION** The Online Application for Free and Reduced-Price Meals cannot be submitted without an Electronic Signature.

3. In the Print Name box, type your name.

4. In the Address and Telephone boxes, type your address and telephone information.

5. Do one of the following:
   - In the SSN box, enter the last four digits of the Social Security Number of the person signing the application.
   - Click I do not have a Social Security Number if the person signing the application does not have a Social Security Number.

6. In the Email Address box, type your email address.

   **NOTE** Required fields on this page are Sign here, Print Name and Last Four Digits of SSN.

7. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Part 5: Ethnicity and Race.”
Part 5: Ethnicity and Race

Part 5: Children’s Racial and Ethnic Identities is an optional page on the application. If you choose to include this information on the application, the only option is to include the Ethnicity and Race for one of the children in your household (see Figure 88).

To fill out Part 5: Ethnicity & Race:

1. Continuing from Part 4, click I would like to report this optional information.

2. Select the appropriate ethnic identity and one or more racial identities for the selected child.

3. Click Next.

4. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Part 6: Other Benefits.”
Part 6: Other Benefits

Part 6: Other Benefits allows you to share your Free and Reduced-Price Meals status with other programs in the school or district to help qualify your student for a reduction in fees. For example, if your student receives Free or Reduced-Price Meals, he or she may be eligible for a reduction in sports or activity fees. The Other Benefits area is optional and may not be used by your district. If you choose to share your meal status with other programs, you must fulfill separate signature requirements (see Figure 89).

To fill out Part 6: Other Benefits:

1. Continuing from Part 5, click Allow in front of each of the programs with which you want to share information.

2. Click the Click to Sign link to view the Electronic Signature Agreement.

3. Read the Electronic Signature Agreement, and do one of the following:
   - Click I Agree to sign the application electronically.
     **NOTE** Clicking I Agree enters the text “Signed Electronically” in the Sign here box, and adds the current date in the Date box. The Click to Sign link then changes to Remove.
   - Click Back to close the Electronic Signature Agreement without signing the application.
     **CAUTION** The Online Application for Free and Reduced-Price Meals cannot be submitted without an Electronic Signature.

4. In the Printed Name box, enter your name.

5. Click Next.

6. To continue your Online Application for Free and Reduced-Price Meals, go to the next section in this document: “Reviewing and Submitting Online Applications.”

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**Figure 89 - Household Application for Free and Reduced-Price Meals, Part 6: Other Benefits**
Reviewing and Submitting Online Applications

In the final step of completing your Household Application for Free and Reduced-Price Meals, you review the information you entered on the application and submit it to the district Food Services Department (see Figure 90).

Once the application is complete, you can submit it. If at any point in the application process you skipped a required field or entered incorrect data, a message appears explaining the errors. You must fix all errors before you can submit the application for approval.

To review and submit Online Applications:

1. Continuing from Part 6, review the Household Application for Free and Reduced-Price Meals for complete and accurate information.

   **NOTE**
   If you do not see a Submit Application button at the top of the Review and Submit screen you see the following message:
   “Please review the completed application and fix any indicated errors before submitting the application for approval” after which you will be notified of the error. For example, Part 4. Signature and Social Security Number requires a printed name with the signature.

   **NOTE**
   To make corrections to the application, select the option from the Steps tree on the left-hand side of the screen to jump directly to the page you need.

2. Click Print to print a copy of the application for your personal records.

   **BEST PRACTICE**
   Print the application before you go to the next step.

3. Click Submit Application.

   Once you click Submit Application, the application is sent electronically to the Food Services department and you are returned to the Food Service Applications screen. Click the X in the upper-right hand corner to close the screen and return to the Food Service tab.

4. To view your Online Application for Free and Reduced-Price Meals, go to the next section: “Viewing and Printing Pending Applications.”
Figure 90 - Household Application for Free and Reduced-Price Meals Review and Submit. On this screen, you review and submit the application for district processing.

**Viewing and Printing Pending Applications**

After you submit a Household Application for Free and Reduced Price Meals, you may be able to see a summary of your pending application information by clicking the **Submit a Food Service Application** link (see Figure 91). The school’s configuration of Family and Student Access determines whether you can update or see the pending application and print applications.

To view and print pending applications:

1. Continuing from the section above, select **Food Service** from the Family Access General Information tree on the left-hand side of the screen.

2. Click **Submit a Food Service Application**.

3. To see the pending application, click **View Application**. You can click **Next** to move through the pages, or select a page from the **Steps** tree on the left-hand side of the screen. When you have finished reviewing the application, click **Back**, and click the **X** to close the Food Service Applications screen.

**NOTE** You can also print while viewing a pending application.

4. To print the pending application, click **Print Application**. Once the application opens, click **Print**, select your printer, and click **Print** again. Once the application has printed, click **Back**, and click the **X** to close the Food Service Applications screen.

Figure 91 – Food Service Applications View Application and Print Application options
Continuing Your Online Application

If you closed the Online Application for Free and Reduced-Price Meals prior to completing it entirely, you can return at any time to finish and submit it.

To continue your Online Application:

1. Select Food Service from the Family Access General Information tree on the left-hand side of the screen.
2. Click Submit a Food Service Application.
3. Click Continue Application (see Figure 92)
4. Continue filling out the application, review and submit. To learn more about reviewing and submitting the online application, see “Updating a Pending Application.”

![Figure 92 - Food Service Applications Continue Application option](image)

Updating a Pending Application

Once you submit your Application for Free and Reduced-Price Meals, it remains in Pending status until the Food Service Department has approved it. Your district may allow you to update an application that is waiting for approval. If this option is not available, contact your district Food Service Office to make changes to your application.

To update a pending application:

1. Select Food Service in the Family Access General Information tree on the left side of the screen.
2. Click Submit a Food Service Application.
3. To update the pending application, click Update the Pending Application (see Figure 93). You can click Next to move through the pages, or select a page from the Steps tree on the left side of the screen.
4. When you have finished updating the application, you must resubmit it. To resubmit your application, go to the Review and Submit page and click Submit Application.
Viewing a Completed Application

Once the Food Service Department has verified your online application, it is marked as complete. It then becomes your Current Application. You can view it on the Applications tab under Current Application Information.

To view a completed application:

1. Select Food Service from the Family Access General Information tree on the left side of the screen.

2. Click Submit a Food Service Application. The Current Application Information appears. Figure 94 shows an example of an Online Application that has become the most Current Application Information.

Viewing Current Application Information

Your child’s school may give you access to current application information. This information is a summary of your child’s current meal status within the district (see Figure 94).

To view current application information:

1. Select Food Service from the Family Access General Information tree on the left-hand side of the screen.

2. Click the Applications tab. The Current Application Information appears below any Pending Application Information.