



Skyward Family Access Frequently Asked Questions

What is Family Access?

Family Access is an easy-to-use website that allows parents and guardians to access information about their students from any computer with Internet access.

Family Access features:

- One login allows parents to view the records of all students within a single family, even if they are at different Kent School District schools.
- Parents of secondary students can view:
 - Student and emergency contact information
 - School calendar
 - Current grades and assignments
 - Attendance
 - Messages from the school office or teacher
 - Vaccination records
 - Standardized test scores
- Parents of elementary students can view:
 - Student and emergency contact information
 - School calendar
 - Attendance
 - Messages from the school office or teacher
 - Vaccination records
 - Standardized test scores

Why should I use Family Access?

Family Access is a web-based tool designed to enhance parent/guardian and school communication. Your use of the KSD Family Access web site is voluntary.

How do I get Family Access?

Parents or guardians have rights to Family Access. Seventh grade parents/guardians receive notification of their usernames and passwords from the school in the fall. Seventh graders receive their Student Access usernames and passwords at school. Elementary school parents/guardians can request their usernames and passwords from the school or if their email address is on file in Skyward, they can request it from the "Forgot your login or password" link on the Skyward Family Access login page.

What if I forgot or don't know my login name or password?

If your email address has been entered into Skyward, you can use the link on the login screen to send your login and password to that email address.

Login ID:

Password:

[Sign In](#)

[Forgot your Login/Password?](#)

How do I change my login name, password or email address?

Use the **My Account** button in the top right corner to change your login name, password or email address.

[My Account](#) | [Exit](#)

[Save](#)

[Change Login](#)

[Change Password](#)

[Undo](#)

Use Change Login to change your login name and Change Password to change your password.

To enter or change your email address, enter the new value under Account Settings and click Save.

Account Settings

Email:

Can I change the language that is displayed for Family Access?

Yes. You can turn on the Google Translate feature in Family Access. Use the **My Account** button in the top right corner and then check the box to **Show Google™ Translator in Family Access** and Save.

Student Info	<input checked="" type="checkbox"/> Show Google™ Translator in Family Access
Schedule	<input type="checkbox"/> I'm Using a Screen Reader
Test Scores	<input type="checkbox"/> Outline Links When Focused

Once the Google™ Translator has been turned on you will have a box with a down arrow in the top right that can be used to select a language other than English.

Spanish | [Enlaces de distrito](#)

Uncheck the Google™ Translator option and Save to return the display to English.

How do I submit changes to my student's emergency contacts?

On the Student Info screen, use the [Request Changes for \(student's name\)](#) to remove emergency contacts or request to add new ones for secondary students.

Family Access SKYWARD All Students

Parent Name My Account Exit

District Links

Student Information

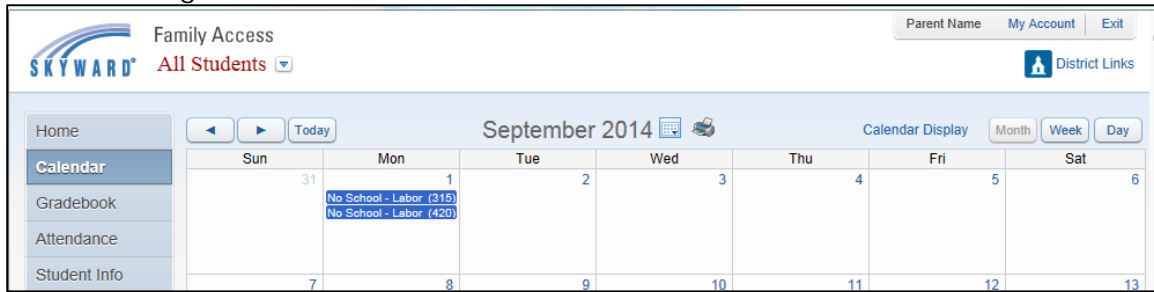
Student Name

[Request Changes for Student](#)

View Student's Family

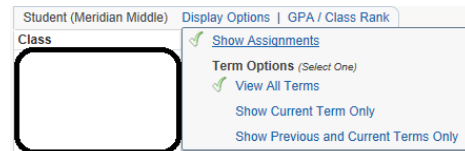
How do I check the calendar?

The calendar feature displays items from the school calendars or for secondary students assignment information.



How do I check current grades (secondary only)?

Click the Gradebook to see your student's current grades. Use the Display Options to customize how much information displays on the screen.



How do I email my student's teacher?

Email addresses are available for your student's teachers by clicking the teacher's name in the Schedule or Gradebook screens.

How do I subscribe to email notifications?


The My Account screen also includes an area to set-up email notifications for attendance, and for secondary students grades or progress reports.

The screenshot shows the 'My Account' settings for email notifications. It includes three main sections, each with a checked checkbox:

- Receive Daily Attendance Notifications for my student(s) by:
 - Email Wall Message Email and Wall Message
- Receive Grading Emails for my student(s) [?]
Assignment/Class Percent Overrides (If blank, the School default low and/or high percent will be used):
Low: for .
- Receive Progress Report Emails for my student(s)
 - Daily Weekly (every Saturday) Monthly (1st of each month)

How do I print a copy of my student's vaccination records?

On the Health Info screen use the printer icon next to the words "Health Information" to print a copy of the vaccinations listed.

Health Information 

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

Family Access is password protected. As long as you keep your password safe, it is highly unlikely that anyone else will be able to access or view your child's personal information.

I can't get Family Access on my computer, what should I do?

Family Access is a web-based product, so it should work on your computer like any other web-based application with Internet Explorer, Firefox or Chrome web browsers. First, check to make sure that you have the right Family Access site address or URL. You can access the Family Access web portal from the district URL at <http://family.kent.wa-k12.net> or the KSD for Parents page.

What if I have other questions?

For questions about the information displayed for your student, student grades or your Family Access login or password, contact your student's school.

For questions on how to use Skyward Family Access, please contact the Kent School District Customer Support Center at 253-373-7030 or email customersupport@kent.k12.wa.us .