



## Whitefish Bay Family Access Frequently Asked Questions

Family Access Question	General Information
What is Skyward Family Access?	<p>Family Access is a web-based service that empowers parents/guardians and students to view school related information anywhere they have access to the Internet. Some information available online includes:</p> <ul style="list-style-type: none"> <li>• Calendar information with assignment (Middle and High Schools,) attendance and message information</li> <li>• Detailed gradebook information (Middle and High Schools only)</li> <li>• Report Cards</li> <li>• Messages posted by the principal and teachers</li> <li>• Attendance records</li> <li>• Student schedule (Middle and High Schools)</li> <li>• MAP testing reports</li> <li>• Login history</li> </ul>
Information Source and Security	<p>The information in Family Access is “real time” based on the data in the district’s Skyward Student Information System. Please keep in mind that grades are fluid and can change daily/weekly as the teachers add assignments and grades to the system.</p> <p>Family Access is a password protected site intended for use by the specific user to which the account was issued. <b>PLEASE KEEP YOUR USER NAME AND PASSWORD CONFIDENTIAL</b> to avoid unauthorized use of your account. Each parent and student will be issued a unique user name and password. Parents have different levels of access and different types of information than what students will have. It is important that you use the account that was created for you. Skyward Family Access is very secure. It is 128 Bit SSL encrypted. Further, the same security audits and procedures are used to secure Family Access as those used to secure banking and insurance information.</p>
Internet Browser Requirements	<p>Windows 98SE/ME/XP/Vista/Windows 7/8/8.1</p> <ul style="list-style-type: none"> <li>• Internet Explorer 6.0 and newer</li> <li>• Firefox 10 and newer</li> </ul> <p>Mac OSX 10.5 or higher</p> <ul style="list-style-type: none"> <li>• Safari 3.0 and newer</li> <li>• Firefox 10 and newer</li> </ul> <p>Skyward Family Access is certified to run on Safari, Internet Explorer, and Firefox. While Skyward does not test the application against all available browsers, most standard W3C browsers such as Google Chrome should work.</p>



Can I access Family Access from my mobile device?	Yes – Skyward Family Access works on your iPad, iPod, iPhone and Android mobile devices. Free apps are available on the iTunes App store, Google Play, and Amazon Appstore. Search for Skyward.
Is there a cost for Family Access?	There is no cost for using Family Access.
How will I get a login for Family Access?	Elementary families with no previous Family Access will receive an account reset e-mail sent to their e-mail address on record in March 2014. Families new to the district will receive their Skyward Family Access login and temporary password upon registering with the school.
How do I log in to Family Access?	Visit Whitefish Bay’s website at <a href="http://www.wfbschools.com">www.wfbschools.com</a> . Navigate to the Schools menu and select your school. On the school site, choose the Family Access option on the left side of the screen.
Am I able to change my password?	Change your password by clicking on the <b>My Account</b> button at the top right side of your screen after login and then clicking “ Change Password.” Passwords must be 6 characters in length and are not case sensitive.
I forgot my password...	If we have your email address in our system or if you have previously entered your email address in the system, you can click on the “Forgot Your Login/Password” link on the login screen to request that an account reset link be sent to the email we have in our records. Once you receive the link follow the prompts to reset your password. To ensure the best result, use the reset link the same day. If you do not have an email address in the system, contact your school for your login and temporary password information.
How can I update my email address in Family Access?	Click on the <b>My Account</b> button in the top right corner and you’ll see the email address textbox.
I have multiple students at Whitefish Bay, will I have multiple logins?	Each parent/guardian will have one login that will enable them to see multiple students’ information. On some screens you may view information for all your students on one screen. You may display one student at a time by clicking on the drop down box at the top left of the screen and selecting the student.
I’m not able to see all of my students when I log in...	First, review the student selection drop down at the top of the screen. If you are not able to see all of your children who attend Whitefish Bay schools, please contact the school with the oldest student to request the needed changes.
Can other people see my student’s information on Family Access?	Family access is password protected and uses SSL encryption. Your child’s information is only available to authorized parents or guardians that are associated with your student’s records in our administrative system. Please safeguard your login to ensure that you are the only person using the login.
Can I use my student’s login instead of my own?	Middle and High School only - Students will see some different information that parents won’t see and vice versa. Please be sure to use your own login for the Skyward system so you have access to the tools that are available for parent use. Elementary students do not have access to Skyward Student Access.