

FAMILY ACCESS FAQ'S

Does Family Access cost money or is there a fee that I have to pay?

Family Access is provided free as a service of the Jacksonville Independent School District.

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 to work 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, such as Netscape or Internet Explorer. First, you should check to make sure you have the right Family Access web site address, or URL.

Occasionally, the Family Access web server may be down for maintenance. This will usually take place on Saturdays. If you get an error message, please try again as needed.

If you are still having problems, please contact the school at which your child is enrolled and a staff member will get back to you as soon as possible. Please note the Jacksonville Independent School District does not support off-site technology or software applications; for computer or software problems please consult your computer dealer or software vendor.

When I log on to Family Access, I lose my connection after three to five minutes. Why?

Family Access has a default security setting that will terminate your connection if your computer is idle for longer than three to five minutes. This feature is designed to protect against unauthorized access and can not be changed.

I have forgotten my user name and/or lost my password, what should I do?

To ensure security and confidentiality, please contact the school your child attends and a new password will be issued.

With all the talk about Internet safety and security, how do I know Family Access is safe?

Family Access uses Secured Socket Layer (SSL) encryption as the security layer for data presented on the Web. This is the same encryption system used by sites that accept credit card numbers and other personal data that must be secure. The District's Family Access Administrator is responsible for setting security and access to student records, as determined by District procedure. Each individual, whether student, parent, or staff member, must be given a user name and password and be designated as a member of a household linked to a student in order to view Family Access information.

What student records are displayed in Family Access?

The following student information is displayed in Family Access:

- Attendance information
- Student schedule
- Student demographic information
- Grade information