

Skyward Family Access FAQs

QUESTION / ISSUE	ANSWER / RESOLUTION
How do I get started? (internet access is required at home or public library, etc.)	You must be the parent or guardian of a CBISD student. Please e-mail the following information to your campus Registrar: Your name as it appears on your driver's license, address and phone number, student name(s) and campus(es), and e-mail address.
I emailed a complete request, now what?	Your Family Access login username and password will be sent to the e-mail address provided. You can change any of these items by clicking the My Account button in the upper right area of the Family Access homepage. Processing could take 3-5 days, or the notice could be caught in your SPAM filter or junk folder.
NEW – Family Access upgraded to version 2.0	Please visit these YouTube sites for helpful information: http://www.youtube.com/watch?v=DSeJ9XB8sFw Skyward sponsored FA 2.0 http://www.youtube.com/watch?v=4mMnCMU_448 Carroll ISD FA 2.0
I forgot my password or username.	You can click the “Forgot Your Login or Password” link on the log-in screen and your account information will be sent to the e-mail address recorded in Skyward. It is important that you keep your e-mail address up to date. If the link does not work, please call your child's campus for account lock-out assistance
I can only see one of my children when I log in.... (graduates cannot be viewed)	This will have to be remedied by CBISD staff. Please e-mail Lynne Eubanks with your name, your students' names and campuses, and indicate which student you are unable to view.
When I look at the grade for my student and then click the link to see the assignments, I am not able to see the screen.	Please check your internet browser settings and verify that pop-ups are allowed from the Skyward Family Access site. You may need to contact your Internet Service Provider for additional help. Please note that Google Chrome is not a supported web browser for Skyward products, but it does generally work – try updating the Chrome browser version.
I cannot see the buttons for changing my password, updating my e-mail, or setting email notifications. There is no Exit button.	The Exit and My Account buttons are located on the top right corner of the web page . If you cannot see them, the resolution on your computer display may be set too low. Under display properties, if the resolution is set at 800 X 600, you should try changing the resolution to a higher setting (1024 X 768). If this does not resolve the problem, you may need to update your video display driver.
How do I select notification methods?	Select the Skylert option in the left-hand column. Edit the fields to make changes. Be sure to click the Save button to keep the changes.
Questions or concerns about assignments or grades ... E-mail the teacher.	If an assignment is listed as missing, it may <i>not</i> actually be missing, but rather just not graded yet. Please check the dates on the assignment with dates that your student may have been absent. Contact the teacher via e-mail (use the District Contact list) or use Post a message .
Questions or concerns about student data ...	Please contact the campus Registrar for the specific student.
Questions or concerns about attendance ...	Please contact the campus attendance clerk for the specific student.

My Account button – used to edit login information, phone numbers, select email notifications.

Email History – lists email messages sent by you through FA.

Exit -- ends your FA session.

District Links – opens the CBISD contacts webpage.

After you click on My Account, this screen appears:

Account Settings

Email: [redacted]@yahoo.com

Phone: (979) 900-[redacted] Ext: [redacted]

Cell [v] (979) 900-[redacted] Ext: [redacted]

Work [v] (979) 345-[redacted] Ext: [redacted]

Show Google™ Translator in Family Access

I'm Using a Screen Reader

Outline Links When Focused

Family Access Login: A [redacted]

Password Last Changed: 09/06/2011

Save

Change Login

Change Password

Undo

Address (Mailing Address)

Street Number: 634 Street Dir: [v] Street Name: [redacted]

SUD: [v] # [redacted] P.O. Box: [redacted]

Address 2: [redacted]

Zip Code: 77486 Plus 4: [redacted] City/State: West Columbia, TX

County: [redacted]

Address Preview:

[redacted]
West Columbia, TX 77486

Email Notifications

Receive Daily Attendance Notifications for my student(s) by [Email v]


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: [redacted] for Chasity Simmons, Dustin Simmons and Megan Simmons

Receive Progress Report Emails for my student(s)
 Daily Weekly (every Saturday) Monthly (1st of each month)

You can change anything except the address – you MUST contact the campus to make any address changes. Be sure to click the Save button after making any changes.

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Forgot Your Login or Password link


COLUMBIA-BRAZORIA ISD
CBISD Data

Login ID: [redacted]

Password: [redacted]

Sign In

[Forgot your Login/Password?](#)

04.12.02.00.14-10.2

Login Area: [Family/Student Access v]


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Campus contact numbers:

CHS Columbia High School 979-799-1720
 WBJH West Brazos Junior High 979-799-1730
 WCE West Columbia Elem 979-799-1760
 BE Barrow Elementary 979-799-1740
 WPE Wild Peach Elementary 979-799-1750

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Skylert

Skylert enables you to receive notifications concerning your child(ren). You have control over which notifications to receive and how you would like to receive them. 

Save

My Skyward Contact Info

Contact Info	Emergency	Attendance	General	Survey
* Primary Phone: (979) 900-██████ Family With ██████████	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cell Phone: (979) 900-██████ Family With ██████████	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work Phone: (979) 345-██████ Family With ██████████	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home Email: ██████████@yahoo.c Family With ██████████	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Contact Info for Family With Chasity, Dustin, Megan

Phone Numbers	Emergency	Attendance	General	Survey
Additional Phone 1: [] []	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email Addresses	Emergency	Attendance	General	Survey
Additional Email 1: []	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Text Message Numbers	Emergency	Attendance	General	
Phone 1: [] []	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Phone 2: [] []	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Change information and select options. Be sure to click the Save button when finished.

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District Contact List



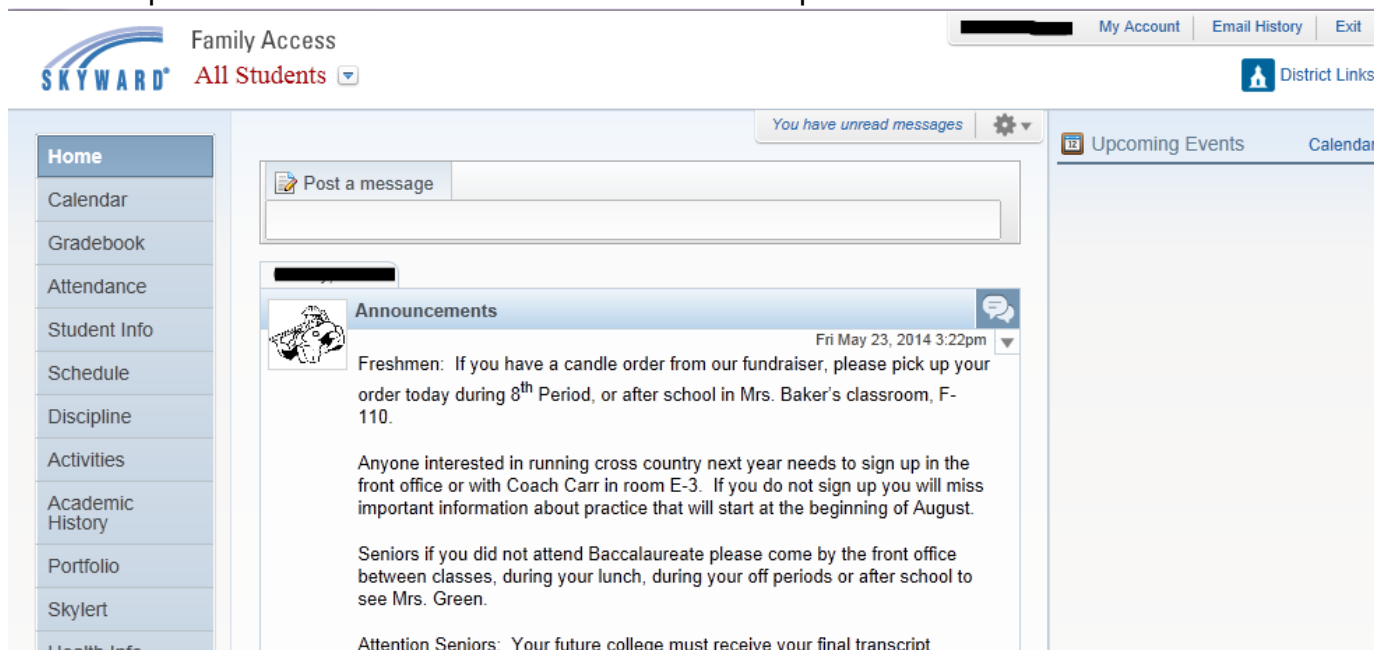
This link will open a new window or tab to the CBISD website location of the district contact information document, with links to staff e-mail.

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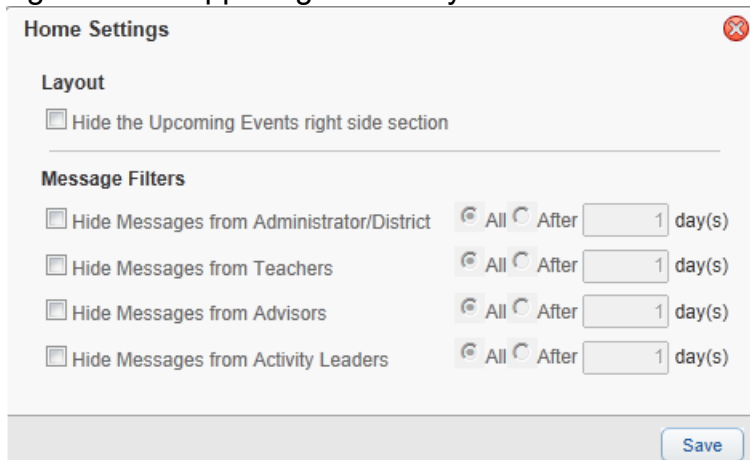
Message Center – now the Home page and notification ‘wall’ in Family Access 2.0

The old Message Center is now the featured ‘wall’ in FA on the Home screen.

If you have multiple students, you can choose to display information for ALL of them at one time, or use the drop box next to All Students in red to choose a specific child.



The gear in the upper right allows you to customize this home page.



Click in the Post a message text box to enter your message and selections for posting.



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