Family Access Checklist

*Verify you are in the correct entity and school year in Skyward (top left).
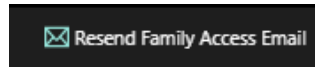
1. Verify Username

A common mistake is for guardians to use their email address as their username. Verify the guardian is using the correct username, FirstName.LastName. Ex: Dylan.Hartman

In some instances, usernames may have a number at the end, Ex: Dylan.Hartman0. The email sent in Step 2 would provide the correct username to the guardian.

2. Reset Password

While in the **Family tab** in the **Student Profile**, click the arrow next to the guardian's name.

In the upper right corner, click the button "Resend Family Access Email". This will resend the Family Access email that contains the guardian's username and a link to reset their password. The link is only valid for 48 hours. If they do not receive an email, refer to Step 4.

Alternatively, the guardian can go to the Skyward login page and click **Forgot your Username or Password.**
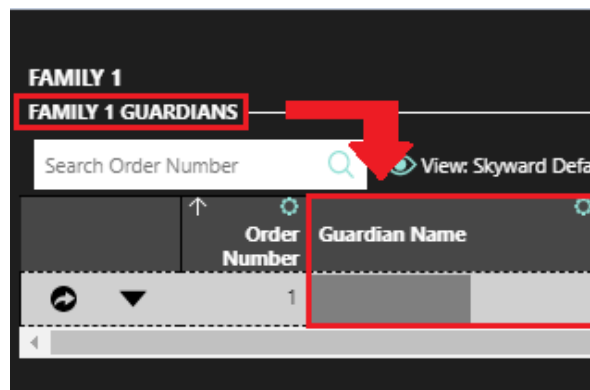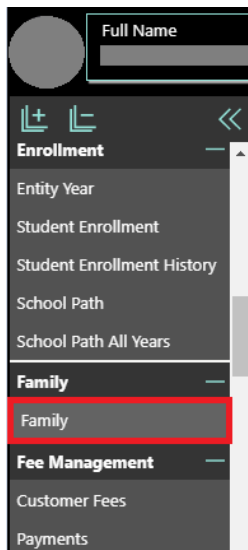

Guardian is still unable to sign-in? Verify guardian information in Skyward.
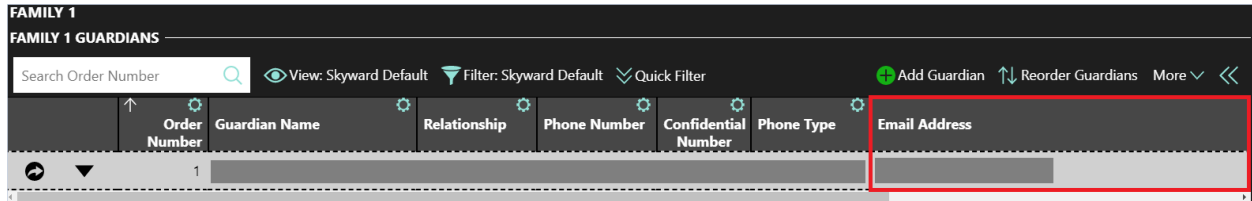
3. Is the parent assigned as a guardian?

Navigate to the student's profile and find the **Family tab** on the left-hand side, then click **Family**.

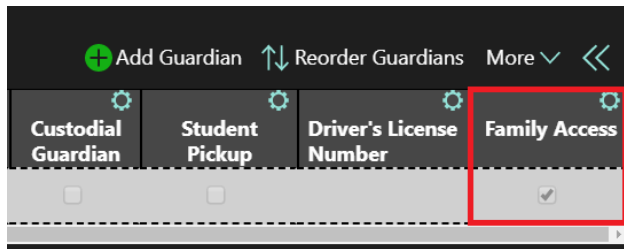Verify the parent is assigned as a guardian.

4. Does the guardian have a valid email address?

While in the **Family tab** in the **Student Profile**, verify the email address attached to the guardian is correct.

5. Is Family Access enabled?

While in the **Family tab** in the **Student Profile**, verify Family Access is checked.

6. Enable/Disable Family Access

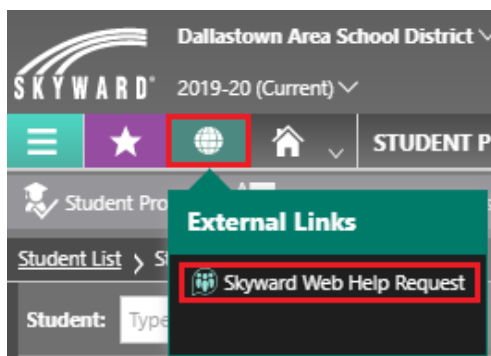While in the **Family tab** in the **Student Profile**, click the arrow next to the guardian's name.

In the **General** tab, enable **Family Access** by checking the box. Unchecking the box will disable **Family Access**.

Family Access ☑

7. Submit an FMX Ticket

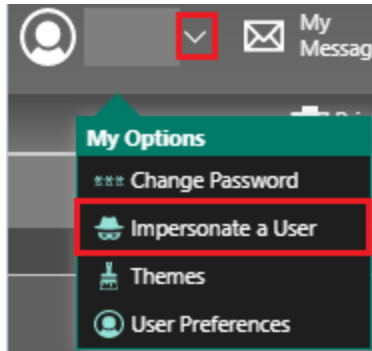To open FMX from Skyward, click the **"Globe" button**, then click **Skyward Web Help Request.**

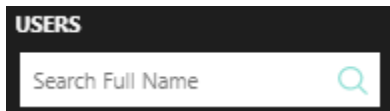Make sure the **Request type** is ***Skyward**.

✱ Request type   *Skyward

Provide details of the issue, including the guardian's contact information.

If you want to get a sense of what families see once they login, you can **impersonate** them. To do so, click the dropdown next to your name in the top right, then click **Impersonate a User**.

Search for the name of the guardian.

Click the icon next to their name.