

Family Access Frequently Asked Questions

1) How do I obtain an account?

- Go to the school's website click on the link for Family Access.
- Complete the form.
- Go to the student's school with a photo id and completed form.
- An email will be sent to you with your username and password.

2) Do I have to apply each year?

No, once you have an active account you do not have to reapply each year.

3) Why do my spouse and I both need a login and password?

Security and a sign-in are maintained by Family Access

4) Do I need a different password if I have students on different campuses?

No, your username and password will allow access to information for all your students.

5) I have forgotten my password and/or username. How do I get another one?

You can request your username/password through Family Access by email, or you can contact the designated person at your child's campus see below for list.

6) How often do teachers update their grade books?

Grade reporting is a campus/department decision. We ask that parents be understanding but also that our teachers be responsible.

7) Who do I contact if I need help?

Contact your student's campus or the EMS ISD technology help desk at or 817-232-0880.

8) What is the difference between Family Access and Student Access?

Student Access is an account for students in middle school and high school. Family Access is an account for parents or guardians.

FAMILY ACCESS HAS SOME EDIT CAPABILITIES, DISCIPLINE, EMAIL NOTIFICATION, ALL STUDENT INFORMATION (EMERGENCY CONTACTS).