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 Jean Caponi at jcaponi@ems-isd.net or 817-847-2904.

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 CAPABLITIES, DISICPLINE, EMAIL NOTIFICATION, ALL STUDENT INFORMATION (EMERGENCY CONTACTS).

FAMILY ACCESS REQUEST TO PARTICIPATE

Parent/Guardian Name(s): _____

Contact Phone Number: _____

E-mail Address Head of Household: _____

E-mail Address Spouse: _____

*****IMPORTANT INFORMATION BELOW*****
UPON SUBMITTING THIS FORM A PHOTO ID IS REQUIRED

If you already have an active account DO NOT complete this form.

List **All** Student's Legal Name	Birth date	Grade	School
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

By completing the application for this account(s), you allow Eagle Mountain-Saginaw ISD to make your student's schedule, attendance record, grade information, demographic information, and other school information available to you by means of Internet on a website that is secure and accessible by a login and password. Only you will be able to see your student's records with your unique login and password. Other guardians will be provided their own unique login and password to access the student information. Therefore, your login and password should not be shared with anyone.

EMS ISD will not make your username/password publicly available. The records for your student posted on the website can only be accessed by guardians who currently have access to the student's written school records and have applied for a valid username and password. You may cancel this service at any time by contacting the school. Be aware, however, that disclosure by EMS ISD, including the contents of the website, may occur in the event such information is required by a court subpoena order, a decision or directive from the Attorney General's office, or other reason required by law.

You understand and agree that EMS ISD is not responsible for unauthorized Internet access to your student's records by persons who do not have your consent. By signing the signature line below, you confirm that you understand and accept the guidelines and conditions for access to your student's records and you waive any claims or causes of action that you may have against EMS ISD by reason of such unauthorized access.

_____   _____
Parent/Guardian Signature and Date   *Parent/Guardian Signature and Date*