



Family Access FAQs

Family Access FAQs and Navigation Cheat Sheet

Eagle Mountain-Saginaw ISD Family Access FAQs and Navigation Cheat Sheet

The following document will walk through frequently asked questions regarding the use and management of **Family Access**. **Family Access** allows parents or guardians to view grades, check schedules, send and receive messages, register students, and much more.

1. What is Family Access?

Family Access is an electronic resource made available to every family of a student attending EMS ISD. This resource provides real-time information about your child's grades, attendance, class schedule, demographic information, and more. **Family Access** provides safe, secure, and easy access to your child's school record through a web portal linked through the district website.

Home > Parents > Parent Quick Links

Parent Quick Links

We are #emsproud to provide a variety of online resources - Canvas, Office 365, and more - for teachers to use as a digital extension of the classroom for assignments, projects, rubrics, etc. Skyward Family Access and/or Remind will be used as primary communication tools with parents to share course syllabi, assignment due dates, and progress reports throughout the year. Explore these [common tools](#) and more below. If you are unable to find what you are looking for, feel free to reach out to us using [Let's Talk!](#), our customer service tool.

Academic Planning	Education Foundation	PTA & PTO
Athletics	Elementary Advanced Academic Pathways	Register for School
Attendance Zones	Family Access Information	Safety & Security
Back to School Tools	FERPA	School Cafe

2. How do I sign up for Family Access?

Parents or guardians with existing students at EMS ISD should already have an account created for their children who attend. New parents or guardians to the district will have an account auto-created upon submitting an application that is approved using the district's **NEW to District Enrollment** process. The account access information is linked through the email address used when submitting a new application and contains a link for access, a username, and a password. If you need assistance with your account, please contact your child's school of enrollment, or email mfraire@ems-isd.net.

3. Will I need to sign up for Family Access every school year?

No – once you have an active account, you do not need to re-apply for access. If you need assistance with your account, please contact your child's school of enrollment, or email mfraire@ems-isd.net.



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4. Why do my spouse and I need different Family Access accounts?

Each parent or guardian has his or own unique login and password established. Individual accounts are used as long as each parent or guardian has legal rights to obtain information about the student. This will be verified when the account is being processed.

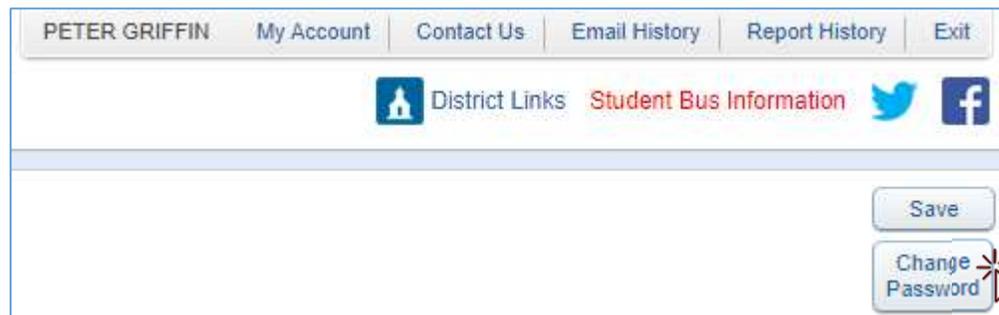
5. Can I see information on my students that attend different campuses? Do I need a separate account for each child?

You will be able to see information about each of your children that attend other campuses by using a drop-down to toggle between them. Each parent or guardian will have one account that provides access to each of your children attending at the district.

6. How do I change my password?

To change your password, you need to login to **Family Access**. Once you are at the main display for **Family Access**, select the **My Account** link in the upper-right corner of your screen.

The following screen will display your personal **Account Settings**, including a button to **Change Password**. You will be required to provide your current password before updating or changing to a new password.





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7. How can I recover my password if I forget it?

Navigate to the **Family Access** login page and click on the “**Forgot your Login/Password**” link.

The screenshot shows the SKYWARD login interface. At the top is the SKYWARD logo with the text 'EAGLE MOUNTAIN SAGINAW ISD Student Database'. Below this are two input fields: 'Login ID:' and 'Password:'. To the right of the password field is a 'Sign In' button. Below the 'Sign In' button is a link that says 'Forgot your Login/Password'. A red mouse cursor is pointing at this link. In the bottom right corner of the page, the version number '05.18.02.00.07' is displayed.

Proceed to complete the **captcha** item to verify you are not a machine or robot, and proceed to enter your **Email** or **User Name** (if you know it). Select the **Submit** button and you will receive an email with your username and a link for your password. Please follow the directions in the email to reset your password. If you need additional assistance, please contact your child’s school of enrollment, or email mfraire@ems-isd.net.

The screenshot shows the 'Forgotten Login/Password Assistance' page. At the top is the SKYWARD logo. Below the logo is the heading 'Forgotten Login/Password Assistance'. The text reads: 'Please enter your email address or user name. If it matches the email or user name the district has on file, you will be sent an email containing your login and a link that can be used to reset your password.' Below this text is a reCAPTCHA widget with a checkbox labeled 'I'm not a robot' and a circular arrow icon. To the right of the reCAPTCHA are links for 'reCAPTCHA Privacy - Terms'. Below the reCAPTCHA is a text input field labeled 'Email or User Name'. At the bottom are two buttons: 'Submit' and 'Back'.



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8. **Why aren't all my student's grades available at the same time? How often are student grades updated?**

Family Access provides real-time information regarding your child's grades. Grade reporting is a campus/department decision. Since teachers input grades over time, not all grades will show up at the same time. Questions regarding grades should be directed to your child's teacher. Questions regarding report cards and grade posting should be directed to your child's school of enrollment.

9. **Who do I contact regarding questions about Family Access?**

You may find it helpful to contact another parent or guardian that has a child attending the district with questions about **Family Access**. If you do not have a parent contact to reach, please contact your child's school of enrollment. To access a list of campuses and contact options, please [click here](#). A video tutorial is also available by [clicking here](#).



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Basic Navigation Options for Family Access

The following document will walk through basic navigation and options available to parents using **Family Access** portal. It allows parents to view messages and communicate with teachers and staff, register returning students, enroll new children, view grades, and much more.

10. Upon logging into the **Family Access** portal, parents will see a “wall” or main page that displays a variety of information, including **messages** from teachers and school or district staff.

The screenshot shows the Family Access portal interface. At the top, the user is identified as PETER GRIFFIN with links for My Account, Contact Us, Email History, Report History, and Exit. The main navigation menu on the left includes Home, New Student Enrollment, 2023-24 Returning Student Verification, Online Forms, Calendar, Gradebook, Attendance, Student Info, Schedule, Discipline, Test Scores, Activities, Career Plans, Academic History, Report Cards & Documents, Health Info, and Login History. The central area shows 'No messages were found.' The right sidebar features an 'Upcoming Events' section with a calendar view for September 1st, 2023, listing 'Progress Report 1 Ends' for Boswell High School, Wayside Middle School, and Elkins Elementary, and 'No School - Holiday - Labor Day' for Boswell High School, Chris and Stevie.

11. Utilize the drop-down in the upper left to toggle between different students enrolled.





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12. The tabs along the left of the screen allow parents to toggle between different areas to view information for a selected student. It's important to understand what the different tab options have to offer.

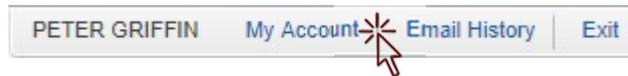
Home	Home button will allow a parent to navigate back to the main screen.
New Student Enrollment	New Student Enrollment in Family Access allows parents with existing students to enroll an addition, new student into a school at the district.
2023-24 Returning Student Verification	Returning Student Verification allows parents who have students <u>who once attended the district and left</u> , to re-register back to EMS ISD. Green is for current year, and Red is for next year verification (when it opens in Spring).
Online Forms	Online Forms allows access to optional registration forms or other district forms.
Calendar	The Calendar option shows calendar details, assignment details, and more.
Gradebook	Use Gradebook tab to view grades, assignments, and details and more.
Attendance	The Attendance tab provides details on your child's attendance.
Student Info	Student Info displays your child's details saved within our student management system.
Schedule	The Schedule tab allow you to view your child's schedule and teachers.
Test Scores	Access the Test Scores tab to view standardized test scores.
Activities	Activities will display any groups, sports, or activities your child is participating in.
Career Plans	Career Plans will display your child's Career Plan for classes and his/her educational path.
Academic History	Academic History provides a generic transcript of sorts, showing a snapshot of grade history for your child's enrollment over the years.
Report Cards & Documents	The Report Cards & Documents tab displays copies of your child's report cards and other posted documents for viewing.
Health Info	Health Info shows your child's vaccination records as saved with the district.
Login History	Login History provides a snapshot of your login history to the Family Access portal.



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13. Utilize the **My Account** link in the upper-right to view or update options associated to your personal information. This includes options to enable **Email Notifications**, **Change Password**, and trigger the **Show Google Translator in Family Access** option for viewing in different languages.



14. **Online Forms** provides access to electronic forms shared by the district. This option allows a parent to complete and submit a form electronically to save time and paper. Some of these forms, such as a student transfer form may also appear with a link on a parent or guardians **Family Access** wall. **Online Forms** also houses very important optional registration forms that can be accessed to provide the district with **Health Plans**, **Volunteer** requests, and additional request forms such as a link to **Free & Reduced Lunch** Information, and other forms posted by schools to be completed by parents (or students).



STEWIE		
2023-24 Student Transfer Request (SM1)	Open	Fill Out Form
2023-24 Allergy Plan	Open	Fill Out Form
2023-24 Asthma Plan	Open	Fill Out Form
2023-24 Bus Rider Handbook	Open	Fill Out Form
2023-24 Diabetes Plan	Open	Fill Out Form
2023-24 Health Condition Plan	Open	Fill Out Form
2023-24 Medication Consent	Open	Fill Out Form
2023-24 Seizure Plan	Open	Fill Out Form
2023-24 Student Health Information	Open	Fill Out Form