



Family Access FAQs

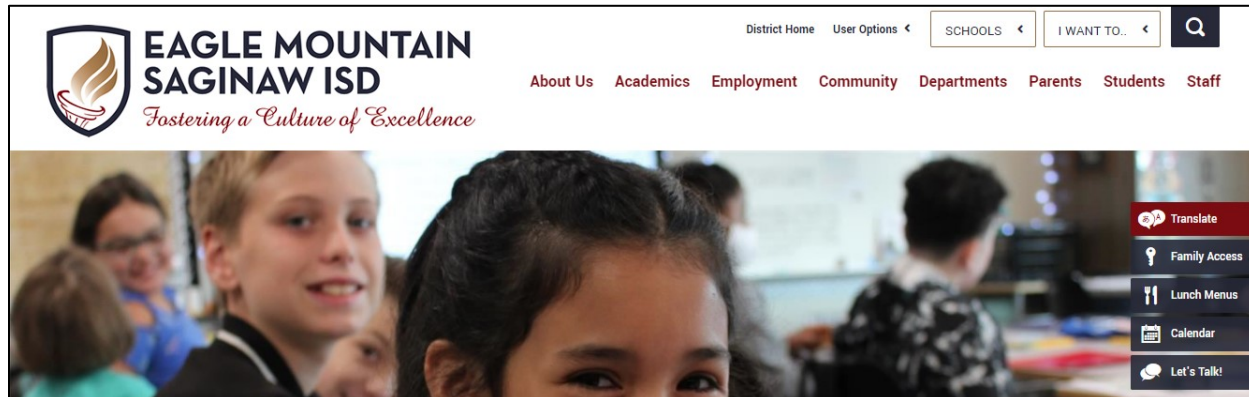
Family Access FAQs and Navigation Cheat Sheet

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. Visit www.emsisd.com and click on the Family Access tab to access the login screen.



More information regarding **Family Access** can be found by choosing the **Parents** link (as shown above) from the district home page and then selecting the **Family Access Information** link displayed below.



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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	Fine Arts	PTA & PTO
Athletics	Education Foundation	Register for School
Attendance Zones	EMS Distance Learning	Safety & Security
Back to School Tools	Family Access Information	School Calendar

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 swhitehead@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 swhitehead@ems-isd.net.

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?



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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?

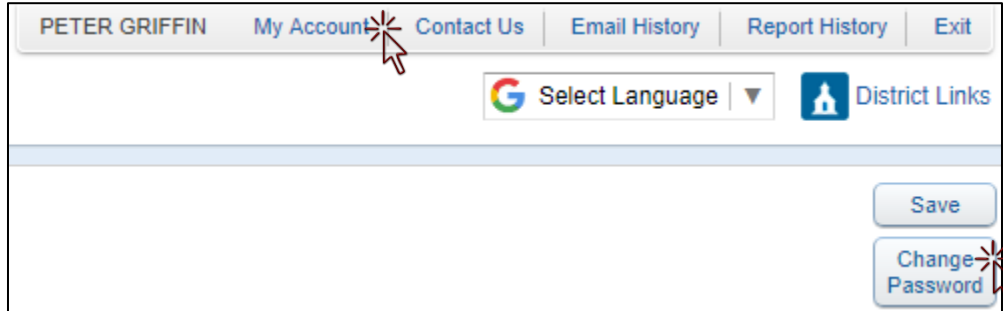
To change your password, you need to login to **Family Access**. Once you are at the main display for **Family Access**, select the **My Account** link in the upper-right corner of your screen. The screen will display your personal **Account Settings**, including a button to **Change Password**. You will be required to provide your current password before updating or changing to a new password.



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Here's an example of choosing to Change Password under My Account in Family Access:



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.





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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 swhitehead@ems-isd.net.

Forgotten Login/Password Assistance

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.

I'm not a robot 
reCAPTCHA
Privacy - Terms

Email or User Name:

8. Why aren't all my student's grades available? How often are 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 a range of 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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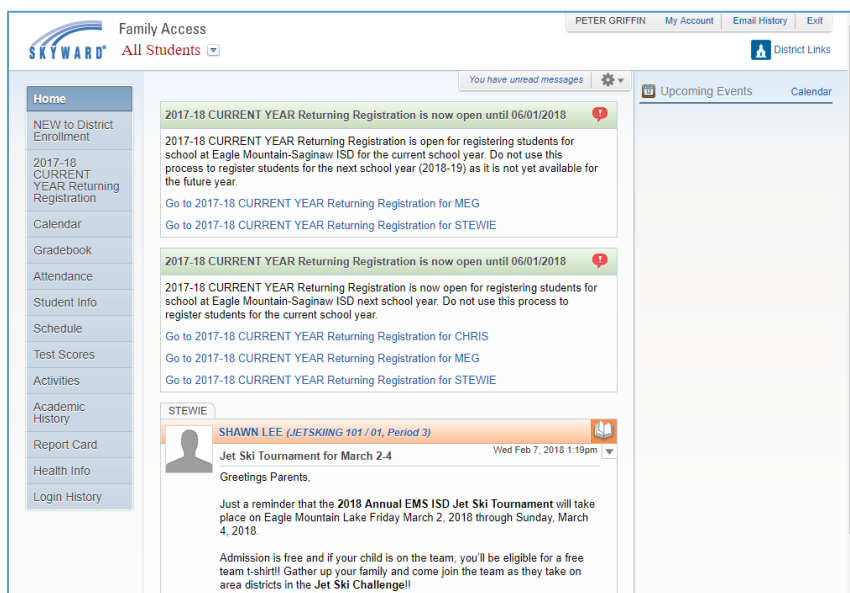
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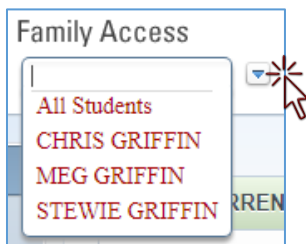
Basic Navigation Options for Family Access

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.



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
NEW Student Enrollment
2021-2022 Returning Student Verification
Online Forms
Calendar
Gradebook
Attendance
Student Info
Schedule
Test Scores
Career Plans
Academic History
Report Cards & Documents
Health Info
Login History

The **Home** button will allow a parent to navigate back to the main screen.

NEW to District Enrollment in **Family Access** allows parents with existing students to enroll an addition, new student into a school at the district.



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CURRENT YEAR Returning Registration allows parents who have students who once attended the district and left, to re-register back to EMS ISD.

NEXT YEAR Returning Registration is available in the Spring for currently enrolled students or students who left and are returning for the future school year.

Online Forms allows access to optional registration forms or other district forms.

The **Calendar** option shows calendar details, assignment details, and more.

Select the **Gradebook** tab to view student grades, assignment scores, and to drill down to view assignment details, percentages, and comments.

The **Attendance** tab provides details on your child's attendance.

Student Info displays your child's details saved within our student management system.

The **Schedule** tab allow you to view your child's schedule and teachers.

Access the **Test Scores** tab to view standardized test scores.

Career Plans displays a child's selected career plan, dictating class choices.

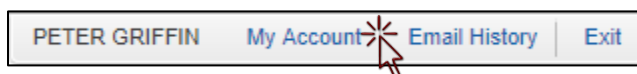
Academic History provides a generic transcript of sorts, showing a snapshot of grade history for your child's enrollment over the years.

The **Report Cards & Documents** tab displays copies of your child's report cards in the event the school shares them online.

Health Info shows your child's vaccination records as saved with the district.

Login History provides a snapshot of your login history to the **Family Access** portal.

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. These forms typically will include a message posted to give parents notice that a form is available to complete. The **Online Forms** option allows a parent to complete and submit a form electronically to save time and paper.



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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 important information including, but not limited to: **Health Plans**, **Volunteer** requests, and **Free & Reduced Lunch** Information.

[Online Forms](#)

An Online Form is now available to fill out

The In-District Transfer Request window for Fall 2018-19 semester one is open from March 1-11. No additional transfers will be considered outside of this window. Please click here to complete an In-District Transfer Request.

[Fill out Online Form for MEG](#)