USING FAMILY ACCESS

For questions about information appearing within Family Access contact your student's school or use the **Contact Us** button that appears within Family Access.

Student Information | Student/Family Info | Contact Us

For questions about the Family Access program email us at: familyaccess@mcusd185.org

To Log In:

- Go the District's website: **www.macomb185.org** and click on the *FAMILY ACCESS* link located on the left hand side of our website. Each school also has a link located in the Parent Resources area.
- Enter your username and password that was obtained from the school office.

SKYWARD® FAMILY and STUDENT ACCESS™
Macomb School District

Login: _____
Password: _____
Login

Forgot your login or password?

System Requirements - Screen Resolution / Web Browser

Note: If you have notified the school of a name change, whether it is first or last, your login will change. Please visit the school office for your new login.

FAMILY ACCESS

FAMILY ACCESS is a web-based tool made available to every family at no cost. Parents can use it to view their student's information.

FAMILY ACCESS can be used from any computer connected to the Internet.

FAMILY ACCESS is available 24 hours a day, 365 days a year.†

FAMILY ACCESS is secure. Parents may view only the student information for their household. Secures Socket Layer (SSL) encryption is used as the security layer for data presented on the Web. This is the same encryption system used by sites that accept credit card numbers and other personal data that must be secure.

FAMILY ACCESS is easy to use. Simply click on the description for the information you would like to view.

† District 185 makes no representation that the Family Access server will be available at any given time. There will be times when the server is unavailable due to upgrades, maintenance, and Internet outages.

Macomb Community Unit School District 185

www.macomb185.org

SKYWARD® FAMILY ACCESS

FAMILY ACCESS

...Partnering with Families to prepare students for success.

FAMILY ACCESS FEATURES

The following information is available:

- **Demographic Information**: Includes student and family information and emergency contacts. Notify school if changes are necessary.

- **Attendance**: A convenient calendar allows parents to review absence and tardy information at a glance.

- **Grades**: Assignments, missing assignments, grades, and previous grading periods are available (Grades K-12).

- **Schedule**: The period, class, and teacher of your child are displayed. By clicking on a teacher's name, you can send an email to him/her.

- **Food Service**: Account balance and food purchases are displayed.

- **Health**: Health conditions, immunizations, physical examinations, and other health related information is available.

- **Bussing Information**: View student's bus numbers, pick-up and drop-off sites, and times

- **Message Center**: This is an optional area available for teachers to post information for families.

- **Login History**: Review what information was last accessed for each household's student.

- **Email Notifications: Parents may sign up to receive various email notifications that are sent directly to your personal email account.**

FAMILY ACCESS
Frequently Asked Questions

1. How do I sign up for Family Access?

Fill out one Family Access Permission Form and return it to the school that your child is attending. (If you have more than one child in the District, you will only need to fill out one form.) Login information, for security reasons, cannot be given via phone or email. Each guardian will need to obtain that information from the building secretary in person.

2. Who do I contact if I forgot my password?

First, click on the blue link on the Family Access login screen that reads, *Forgot your login or password?* and follow the directions on the screen. If that attempt is unsuccessful, visit the school office.

3. How do I change my password?

Login to Family Access. In the upper right-hand corner there is a button that reads *Account Info*. This button will show you all of your account information and how to change your password.

4. Can other people see my child's personal information on Family Access?

Family Access is password protected. As long as you keep your password safe, it is highly unlikely that anyone else will be able to view your child's personal information.

5. Can I add money to my child's food service account using a credit card?

Yes, thru the ePay link you may add money to your child's account online. Please note there may be a 2 day delay before funds will appear in your food service account.

FAMILY ACCESS
Frequently Asked Questions

6. Why can't I see my child's grades online?

Pre-K does not enter grades in Family Access. Printed progress reports are sent home periodically.

7. Why aren't all grades available at the same time?

Family Access provides real time information. Since teachers enter grades at different times, not all grades will show up at the same time.

8. Why is a missing assignment showing when I know my student turned it in?

A 'missing assignment' shows if the due date of the assignment plus seven (7) weekdays have passed and the teacher has not yet input a grade. Therefore, an assignment may or may not be missing.

9. When I login to Family Access, I lose my connection after 3-5 minutes. Why?

Family Access has a default security setting that will terminate your connection if your computer is idle for longer than 3-5minutes. This feature is designed to protect against unauthorized access and cannot be changed.

Note: If at any time demographic or contact information appears incorrect, please contact your child's school.

Please note that Macomb School District 185 does not support off-site technology or software applications. Please consult your computer dealer, software vendor, or Internet service provider for computer or software related problems.