

[How to get your Family Access Password.](#)

For New Users, Please contact your child's school and give them the updated e-mail account you will be using in Family Access. You may use the "Forgot your Login/Password" link found on the Skyward Family Access Login prompt. Please enter your email address or user name. As long as our system has your current e-mail, a Login/Password reminder will be sent. For most parents, this is the quickest and easiest way to get assistance.



You will receive an email, similar to the one above.

Click on the link and you will be taken to the Forgotten Login/Password Assistance screen. Please enter the words you see in the box, in order and separated by a space. If you are not sure what the words are, either enter your best guess or click the reload button next to the distorted words. A screen will pop up, please click **OK**.



You will be taken to a screen to reset your password: Create a new password, confirm new password, and click **Submit**.



Once you click submit, you'll receive the message above. Click **OK**

At this point you should be able to login with your new password on the Family Access login screen.