



## Family Access: FAQ

This system provides a valuable web-based tool for parents, guardians, and students to view information such as assignments, grades, attendance, etc. The system also acts as a two-way communication tool for teachers, students, parents, and guardians.

**Please note: Parents have the capability of entering or changing their email addresses online. This is extremely important for those parents who would like to receive email communications from their student's school.**

### What is Family Access?

Family Access is an informational resource made available to every family at no cost. This resource provides real-time information about your child's grades and attendance, class schedule, immunization records, and includes the balance on his/her nutrition services account. Family Access provides safe, secure and easy access to your child's school record. Although this web application is described as a resource for families and students, Northfield Public Schools has not made the program available to elementary students at this time.

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### How do I sign up for Family Access?

To apply for a Family Access login and password, go to the district's website at [www.northfieldschools.org](http://www.northfieldschools.org) and click on Family Access. At the bottom of the screen, click on Apply Now. Fill out the form, and login information will be emailed to you.

The first few days of school each High School and Middle School student will be given a Student Access login sheet with login name and password information. For High School and Middle School students who are having trouble logging in or remembering their passwords, please contact your guidance office counselor for help. At this time elementary students do not receive login access.

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### How secure is my child's information?

Family Access is password and user name protected. Parents establish their passwords, and are responsible for keeping their password and user name confidential. It is suggested that passwords be changed regularly.

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### **Who do I contact for additional information or issues with Family Access?**

Please contact your child's school to update demographic information. If you are having problems logging into Family Access, please re-apply for a Family Access login and passwords will be sent to you or you will be called with login info. If you are having problems making a food service payment, please contact the Food Service Office at 663-0618.

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### **Who do I contact if I forget my password?**

If you forget your password, please re-apply for a Family Access login and passwords will be emailed to you.

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### **How do I change my password?**

To change your password in Family Access, you need to login to Family Access. Once you are at the main display for Family Access, please click the button in the upper right hand corner of the display that says Account Info. This button will show you all of your account information and how to change your password. You will be required to provide your current password when changing your password.

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### **Why aren't all grades available at the same time?**

Family Access provides real-time information. Since teachers input grades over a period of time, not all grades will show up at the same time. All grades for secondary students are available in Skyward Family Access prior to the report cards being distributed.

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### **Why is my student's 4th card marking grade(s) showing when the school year hasn't yet ended?**

Due to the fact that seniors graduate early, their grades get posted early. If your student is a senior, the grade should be accurate.

If your student is not a senior, but is in a class with seniors, your student's final grade will not be accurate until after the last day of school and the teacher posts final grades for the rest of the class. This only occurs at the end of the school year.

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**Why is a missing assignment shown when I know my student turned it in?**

A “missing assignment” shows if the due date of the assignment has passed and the teacher has not yet input a grade. Therefore, an assignment may or may not actually be missing. Please talk to your student and then contact the teacher if you have additional questions.

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**Who do I contact with questions regarding my student’s grades and/or assignments?**

It is best to ask questions directly to your students’ teacher(s) via email. Their email address can be found in Family Access under Scheduling and then click on the teacher’s name.

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**If I see an error in demographic or health information, whom do I contact?**

You should contact your child’s school to have the information updated.

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**What information can I see for my student?**

**Elementary**

Attendance

Immunizations

Grades

Schedule

Student’s demographic data on file

Academic History

Food Service

**Secondary**

Assignments and grades

Attendance

Food Service

Immunizations

Academic History

Schedule

Student’s demographic data on file

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**Can I make a deposit to my child's lunch account online with a credit card?**

Yes, please visit our District's home page at [www.northfieldschools.org](http://www.northfieldschools.org) log in to Family Access found under Parent Resources. Payments can be made online under the Food Service button within Family Access. A tutorial for online payments is also found under District Link within Family Access.

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**Why doesn't Northfield Schools use the Absence Notification function?**

We know that many parents share their passwords with their children. If the function were activated, students who have knowledge of the parent's password could excuse themselves from school via email. The schools would still feel obligated to phone parents to verify each absence.