

FAMILY ACCESS FREQUENTLY ASKED QUESTIONS

More Questions?

Please contact the Skyward Family Access Help Desk.

Email: familyaccess@centennialsd.org

Telephone: 215-441-6000, x11150

1. How do I obtain my user ID and password?
 - a. If we have your email address on file, simply go to the Family Access login screen and click on the link "[Forgot your login or password?](#)" and they will be sent to your on file email
 - b. If we do not have your email address call the Family Access Help Line, 215-441-6000, x11150
2. The user ID and/or password will be difficult for me to remember. Can I change them to something that will be able to remember more easily?
 - a. Yes. After you log in to the Skyward Portal, click on the "OPEN FAMILY ACCESS" button in the top right. Near the top right corner of all Family Access pages is a button labeled "Account Info". When you click on that button, a screen will appear containing a button to change your user ID and another button to change your password. **Please do not share either of these account access codes with anyone.**
3. I have several students in Centennial, do I need a separate user ID to access each child's information?
 - a. No. A parent/guardian can access all of their children's information from a single parent/guardian user ID.
4. Can I obtain a parent/guardian user ID for my child's grandparent, other relative, or individual?
 - a. No. Due to confidentiality requirements, the information contained in the Family Access system can only be viewed by the student's parent/guardian. The Family Access/User Expectations Agreement states:
Parents/guardians agree not to share their password or allow anyone other than themselves to use their Family Access account including their own child(ren). Parents/guardians agree not to access data or any account owned by another parent.
5. I see that some of the information contained in the Student Information section is incorrect (this includes your address(es), telephone number(s), etc.). How do I provide the District with the correct information?
 - a. Click the "Request Changes to My Student's Information" link and you will find that some information can be changed by you and some information will be forwarded to your child's school for verification. If you have any questions, call the school office where your child is a student.
6. If I have any questions regarding my child's grades, who should I contact?

- a. Questions regarding assignment grades, report card grades, etc. should be directed to the appropriate teacher. Family Access provides an email link to the teacher responsible for providing the grade. Simply click on his/her name.
 - b. Teachers will follow these guidelines when grading assignments:
 - i. Tests grades should be entered into the gradebook within 10 school days.
 - ii. Homework/Classwork/Quizzes should be entered within 5 school days.
 - iii. Research papers (and the like) should be entered within 15 school days.
7. If have any questions regarding a disciplinary incident involving my child, who should I contact?
- a. Questions regarding a disciplinary event should be directed to the Discipline Officer who was assigned to the incident. Family Access provides an email link to the Discipline Officer who is listed on the incident. Simply click on his/her name.

FAMILY ACCESS SYSTEM REQUIREMENTS

➤ Operating Systems

| Minimum | Recommended | Full Supported List |
|---------------|--------------|--------------------------------------------------------------------------------------------------------------------|
| Windows Vista | Windows 8.1 | Windows Vista Windows 7 Windows 8 / 8.1 |
| Mac OS X 10.6 | Mac OSX 10.9 | Mac OS X 10.6 (Snow Leopard) Mac OS X 10.7 (Lion) Mac OS X 10.8 (Mountain Lion) Mac OS X 10.9 (Mavericks) |

➤ Browsers

| Minimum | Recommended | Full Supported List |
|---------------------------|---------------------------|-------------------------------|
| Chrome (current version) | Chrome (current version) | Chrome (current version) |
| Firefox (current version) | Firefox (current version) | Firefox (current version) |
| Internet Explorer 9 | Internet Explorer 11 | Internet Explorer 9 / 10 / 11 |
| Safari 5 | Safari 7 | Safari 5 through 7 |
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Notes:

- The software is tested and certified against the latest version or patch of the supported operating systems and Internet browsers.
- The software does not support beta versions of Operating Systems or Web Browsers.
- 800x600 resolution is required, 1024x768 recommended
- All system requirements are subject to change based on product version