

Skyward Family Access

Online Student Registration Frequently Asked Questions

- **I cannot log in because my browser won't allow pop-ups. How do I fix this?**

Skyward operates as a pop-up from the login screen. If you need assistance with your pop-up blocker please follow the instructions at the end of this form.

- **I don't know my password or cannot get logged in. How can I get my password reset?**

If you need help with your username or password please contact your student's campus or email misdregistration.org.

- **The email address on file is incorrect, how can I change it?**

You have an opportunity to update your email address and phone numbers in Step 2A of the Online Registration process.

- **I've completed every step but the campus is telling me I'm not showing as completed. What else do I need to do?**

Once you have gone through each step and marked them complete, you will need to click "Complete Returning Student Online Registration." After that a review screen will come up showing all of the steps and dates of completion. Click the "Submit Returning Student Online Registration" button found in the list on the right side of the screen. That step shows the campus that you are completely finished.

- **I do not have an email address, can I still log in to Family Access?**

Yes, if you have access to a computer, you can go to www.mansfieldisd.org and scroll down under the Quick Links and click on Skyward. Then, click on the Parent/Student Login button to login. If you have never logged in to Family Access, please either email misdregistration@misdmail.org or call your student's campus for assistance.

- **Do I have to complete this for every child in my household, or only one?**

This process must be completed for every active MISD student in your household.

- **Do both parents/guardians have to login and complete this, or only one?**

This needs to be filled out one time by either parent/guardian that is connected to a student.

- **Some of the choices or information is greyed out and will not allow me to adjust or change it. How can I edit these fields?**

For security reasons changes to certain student information can only be made in person at your child's campus. In addition, if you have already marked a step as completed, your previous choices will be greyed out. If you wish to alter them, please uncheck the box next to the step saying it is completed, make your adjustments, and then make sure to recheck the box when done.

- **How can I verify that I have completed the process?**

Click on the link for Returning Student Online Registration on your Skyward Family Access screen. If you have completed the process, you will see a green check mark and a statement indicating your registration was successfully completed.

- **My student is in the process of transferring between campuses, do I need to go ahead and register while they are listed at their old campus?**

Your student will need to be transferred to the new campus prior to you completing the Online Registration process. In Family Access, you can see your student's current campus. If this information is incorrect, please contact your student's current campus.

- **I have more than one student in the district, and when I try to select a different one in Family Access, it does not switch over to them.**

Skyward works best with Internet Explorer versions 9, 10, & 11 (fully updated), Mozilla Firefox, Google Chrome, and Safari (versions 5 through 7). Below you will find links to download the latest supported Windows browsers.

Internet Explorer 11

<http://windows.microsoft.com/en-us/internet-explorer/download-ie>

Mozilla Firefox

<http://www.mozilla.org/en-US/firefox/new/>

Google Chrome

<https://www.google.com/intl/en/chrome/browser/>

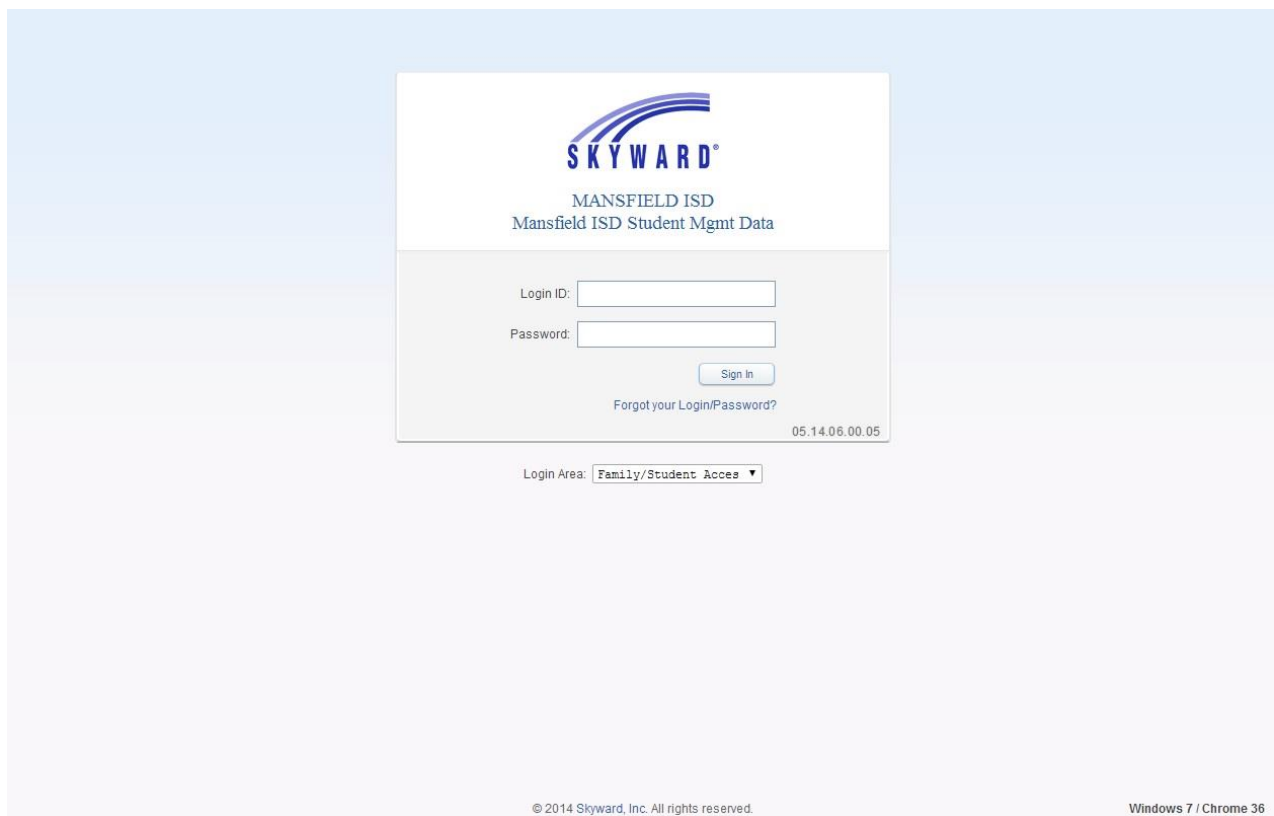
Pop-Up Blockers

Skyward operates as a pop up window from the log in website, and depending on your web browser's settings, will be blocked when you try to log in. Below are some directions for dealing with this issue for the three most commonly used browsers (including two common versions of Internet Explorer), just scroll down to find your preferred browser.

Here is a link for the Skyward Family Access log in page:

<https://skywardsis.mansfieldisd.org/scripts/wsisa.dll/WService=wsEAplus/fwemnu01.w>

It will normally look like the image below:

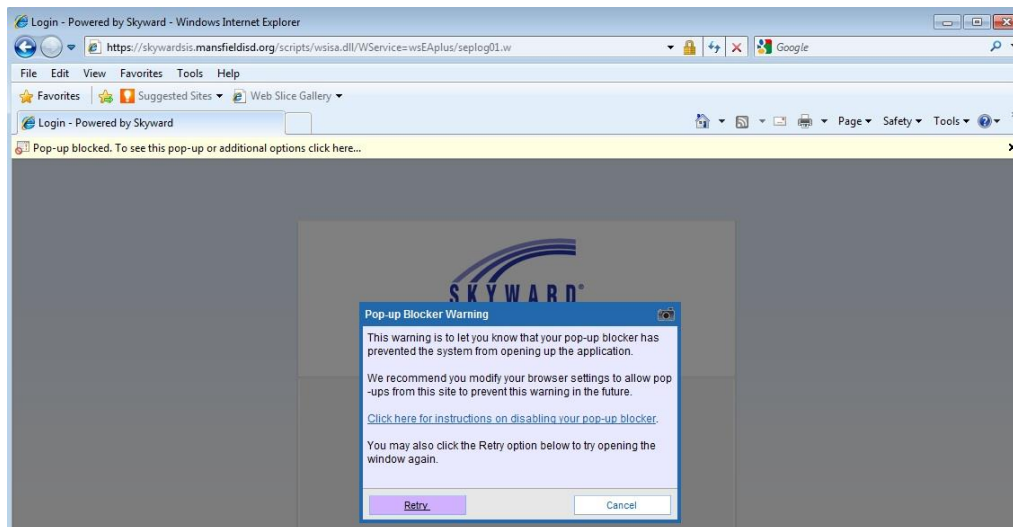


The screenshot shows a login page for Skyward. At the top center is the Skyward logo, which consists of three blue curved lines above the word "SKYWARD" in blue capital letters. Below the logo, it says "MANSFIELD ISD" and "Mansfield ISD Student Mgmt Data". The main content area is a light gray box containing a login form. The form has two input fields: "Login ID:" and "Password:". Below the password field is a "Sign In" button. Underneath the button is a link that says "Forgot your Login/Password?". To the right of this link is the date "05.14.06.00.05". Below the login form is a "Login Area:" label followed by a dropdown menu currently showing "Family/Student Acces". At the bottom of the page, there is a footer with "© 2014 Skyward, Inc. All rights reserved." on the left and "Windows 7 / Chrome 36" on the right.

The bottom right hand corner will tell you your current Operating System, followed by your Web Browser and its version. Here you see I'm using Windows 7 as my Operating System and using Google Chrome version 36 as my web browser. Also note that the screen does say 'Mansfield ISD Student Mgmt Data', if it does not, please use the link above to ensure you are at the correct login page.

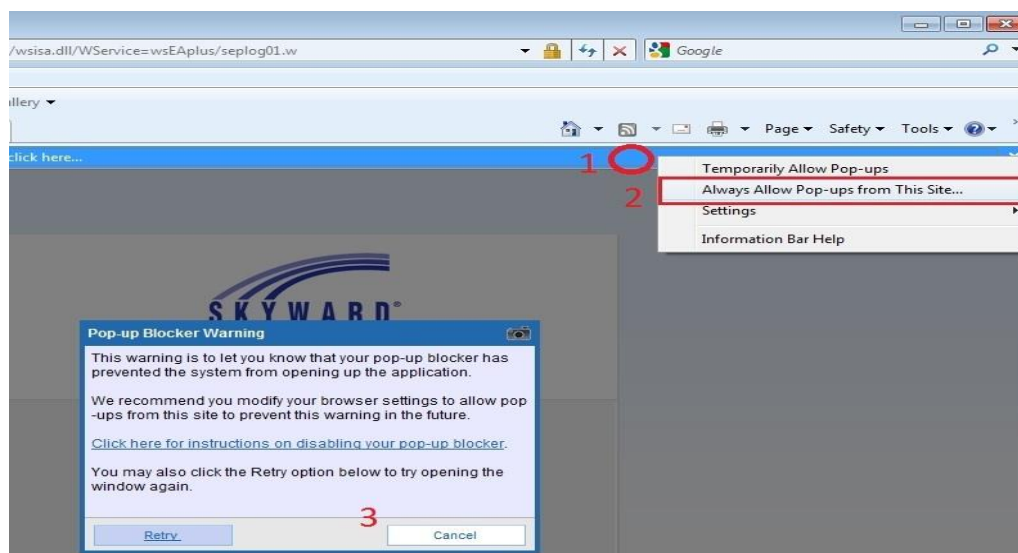
Internet Explorer Version 8

Skyward Family Access recommends that you are using at least version 8 of Internet Explorer. If pop-ups are blocked you will receive a prompt at the top of the screen that looks like this:



In order to easily access Skyward, follow these three steps;

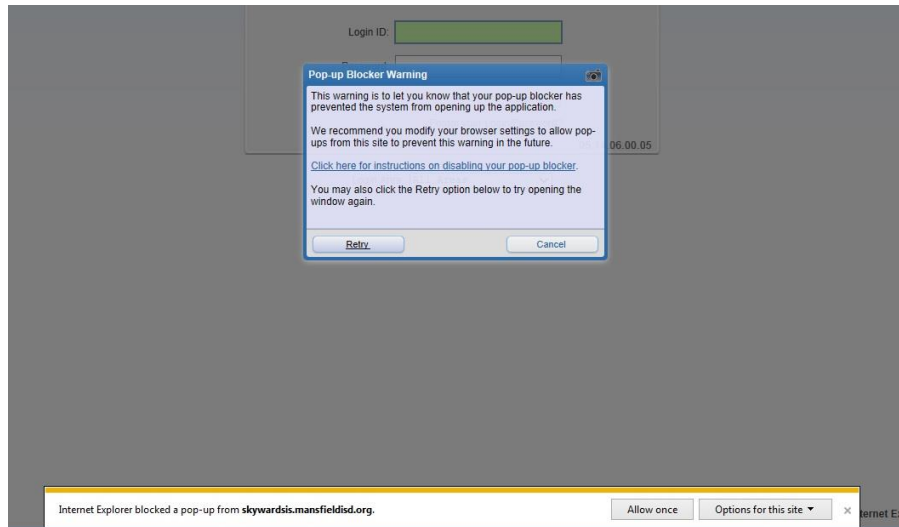
- 1- Left click in the alert message at the top of the screen.
- 2- Left click on the 'Always Allow Pop-ups from This Site...' option.
- 3- You may have to cancel the Skyward Pop-up Blocker Warning; this will take you back to the regular login screen.



Now when you try to log in again, Skyward will successfully open up in a new window.

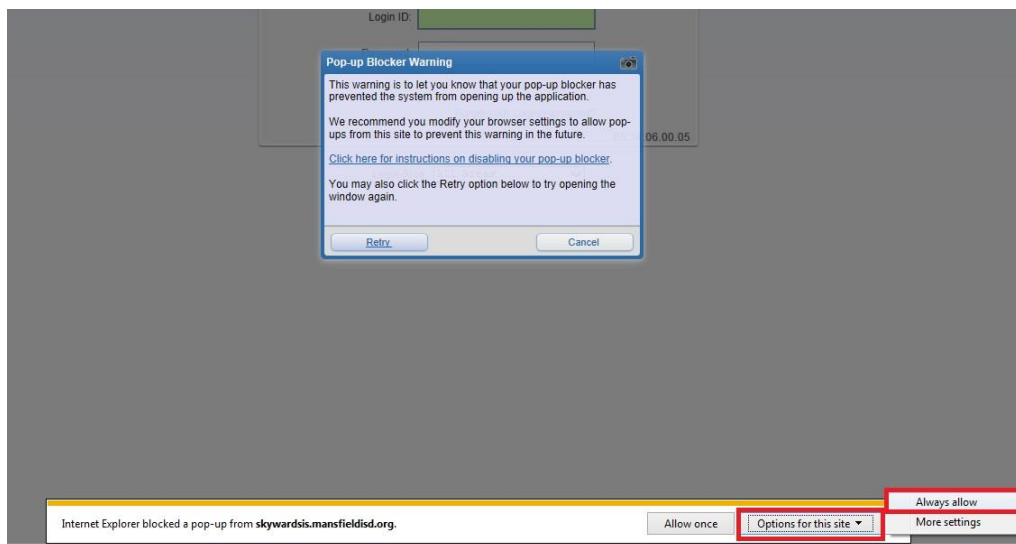
Internet Explorer Version 11

If pop-ups are blocked you will receive a prompt at the bottom of the screen that looks like this:



In order to easily access Skyward, follow these three steps;

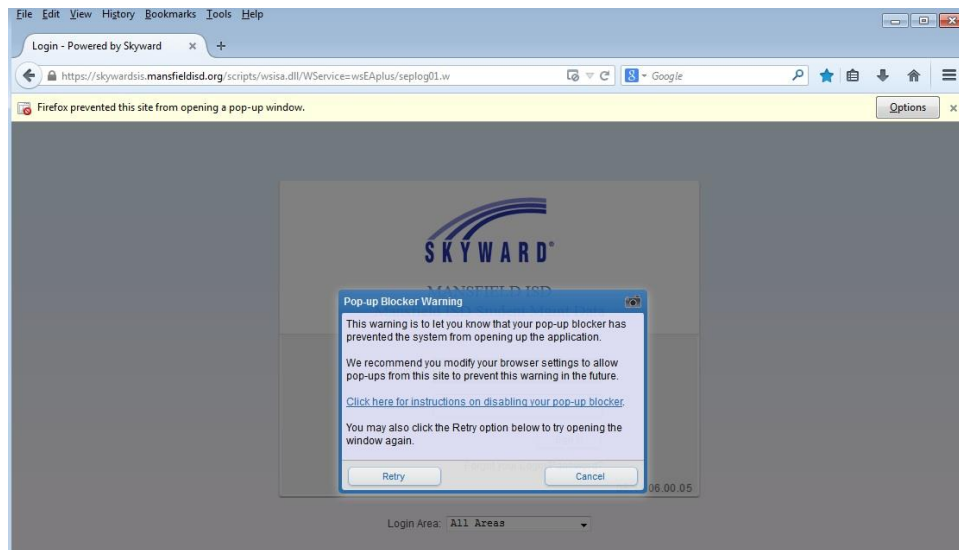
- 1- Left click on the button 'Options for this site'.
- 2- Left click on the 'Always allow' option.
- 3- You may have to cancel the Skyward Pop-up Blocker Warning; this will take you back to the regular login screen.



Now when you try to log in again, Skyward will successfully open up in a new window.

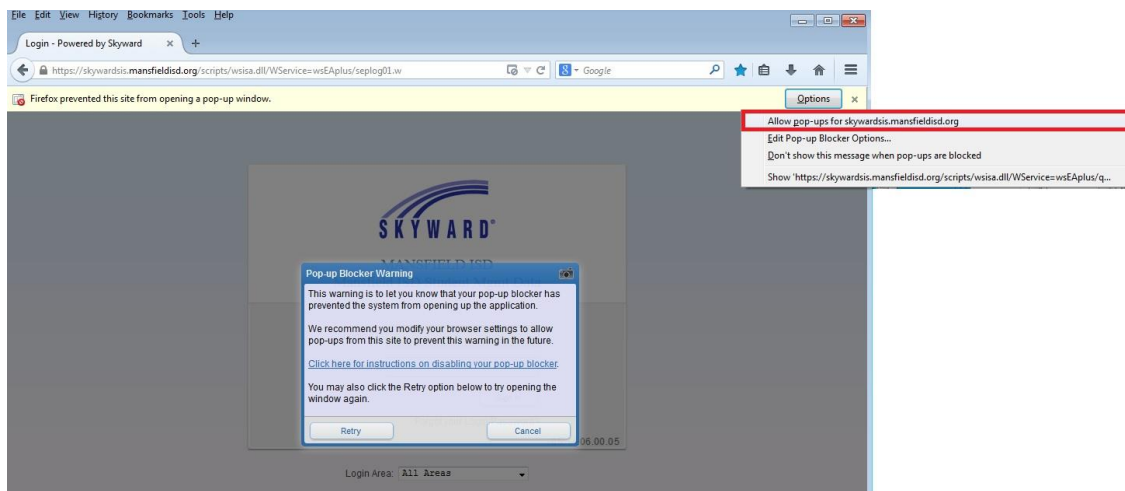
Firefox

If pop-ups are blocked you will receive a prompt at the top of the screen that looks like this:



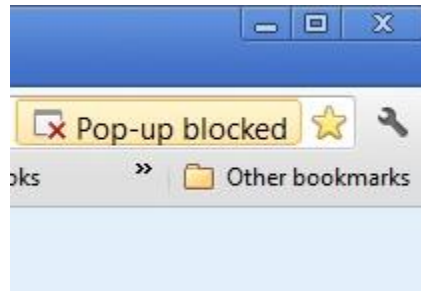
In order to easily access Skyward, follow these three steps;

- 1- Left click in the alert message at the top of the screen.
- 2- Left click on the option for Allow pop-ups for skywardsis.mansfieldisd.org
- 3- You may have to cancel the Skyward Pop-up Blocker Warning; this will take you back to the regular login screen. Now when you try to log in again, Skyward will successfully open up in a new window.

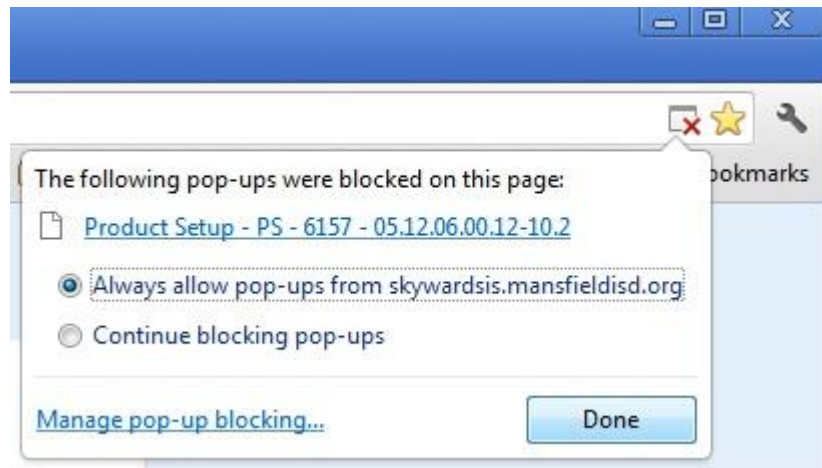


Google Chrome

If pop-ups are blocked, you will receive a prompt that is much smaller than other browsers at the top of the screen that looks like this:



- 1- Left click in the alert message at the top of the screen.
- 2- Left click on the option for Allow pop-ups for skywardsis.mansfieldisd.org
- 3- You may have to cancel the Skyward Pop-up Blocker Warning; this will take you back to the regular login screen.



Now when you try to log in again, Skyward will successfully open up in a new window.