



Changing Your Family Access Login, Password and E-mail

Objective: How to change your Family Access login, password and e-mail.

Parents, you are able to change your login and password to whatever you like rather than the randomly generated login and password you received when you signed up. You will also be able to change the e-mail address that is stored in your Family Access account.

*Note: All SBISD staff who have Family Access accounts should **not** change their logins or passwords.*

In this document:

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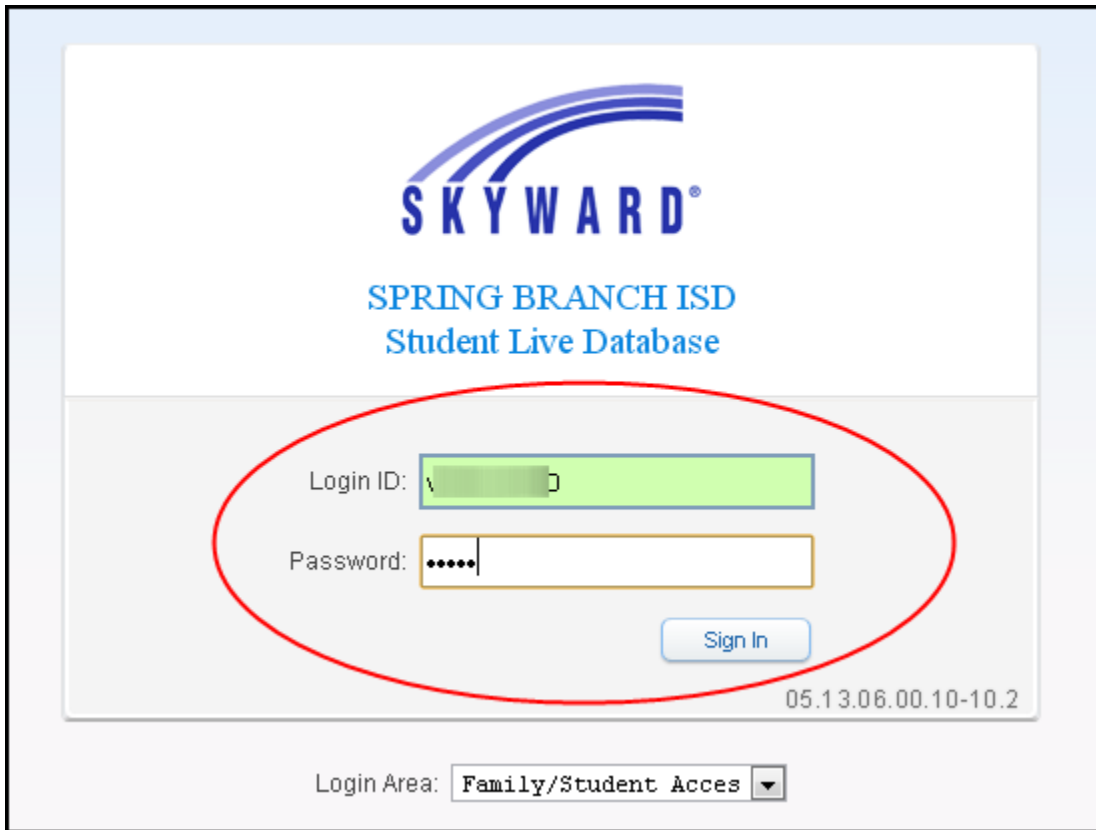
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Access Your Account Information

1. Log into Family Access with your current login and password.



SKYWARD®
SPRING BRANCH ISD
Student Live Database

Login ID:

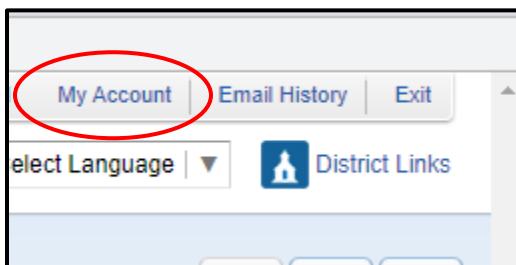
Password:

[Sign In](#)


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Login Area: [Family/Student Acces](#) ▼

2. Click the **My Account** button.

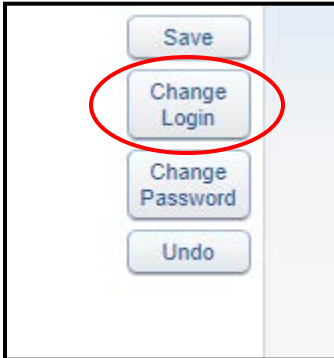


[My Account](#) | [Email History](#) | [Exit](#)

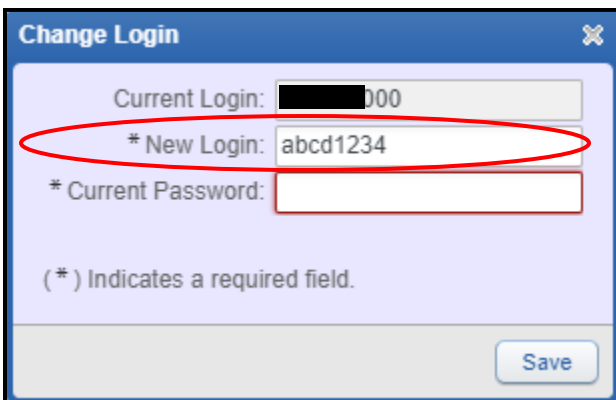
Select Language ▼ |  District Links

Change Your Login


1. Click the **Change Login** button.



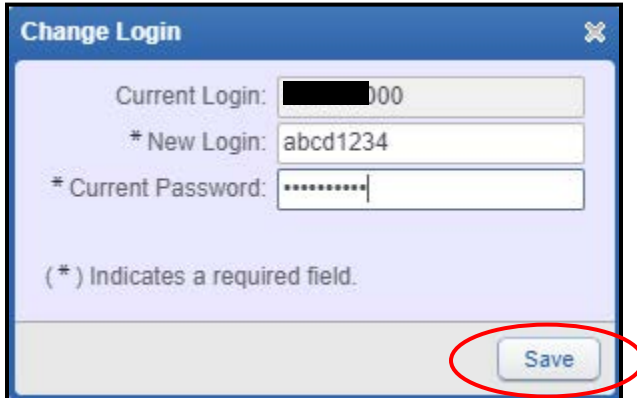
2. Enter the new login you would like to use.
Note: Logins have a maximum limit of 15 characters.

A dialog box titled 'Change Login' with a close button (X) in the top right. It contains three input fields: 'Current Login' (with a masked value '000'), '* New Login' (with the value 'abcd1234'), and '* Current Password' (empty). A note below the fields states '(*) Indicates a required field.' A 'Save' button is at the bottom right. The '* New Login' field is circled in red.

3. Enter your **current** password.

A dialog box titled 'Change Login' with a close button (X) in the top right. It contains three input fields: 'Current Login' (with a masked value '000'), '* New Login' (with the value 'abcd1234'), and '* Current Password' (with masked characters '.....'). A note below the fields states '(*) Indicates a required field.' A 'Save' button is at the bottom right. The '* Current Password' field is circled in red.

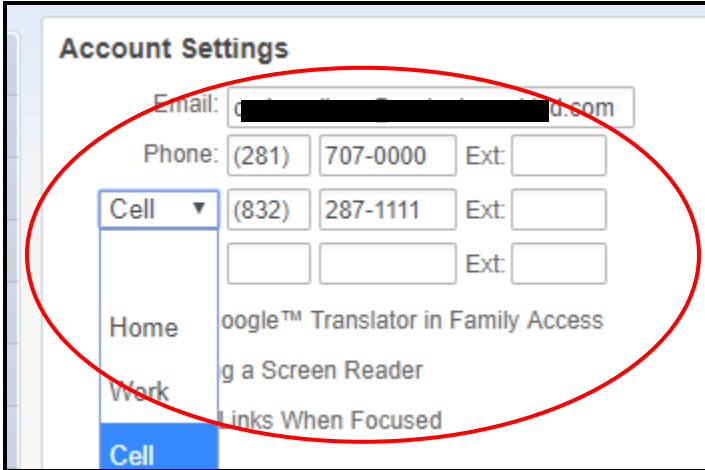
4. Click the **Save** button.



A screenshot of a 'Change Login' dialog box. The dialog has a blue title bar with the text 'Change Login' and a close button (X) in the top right corner. The main area is light blue and contains three input fields: 'Current Login:' with the value '000', '* New Login:' with the value 'abcd1234', and '* Current Password:' with a masked password '.....'. Below the fields is the text '(*) Indicates a required field.' At the bottom right, there is a 'Save' button, which is circled in red.

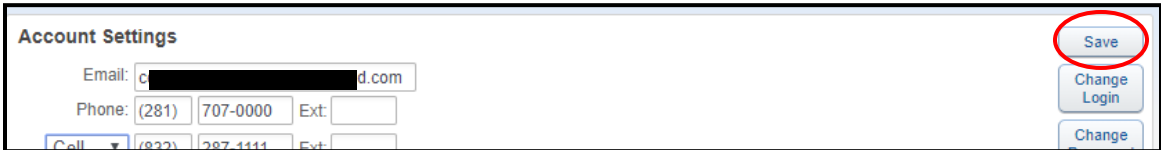
Change Your Email and/or Phone Number

1. In the **Account Settings** area, make any desired changes to your email or phone number(s).



The screenshot shows the 'Account Settings' form. The 'Email' field contains a redacted address ending in '.com'. The 'Phone' section has three rows: the first row has '(281)' and '707-0000' in input boxes and an empty 'Ext.' box; the second row has '(832)' and '287-1111' in input boxes and an empty 'Ext.' box; the third row has three empty input boxes for area code, number, and extension. A red circle highlights the phone number input fields. A dropdown menu is open on the left, showing 'Cell' selected, with 'Home' and 'Work' as other options. Below the form, there are links for 'Home', 'Work', and 'Cell', and some text including 'oogle™ Translator in Family Access', 'g a Screen Reader', and 'Links When Focused'.

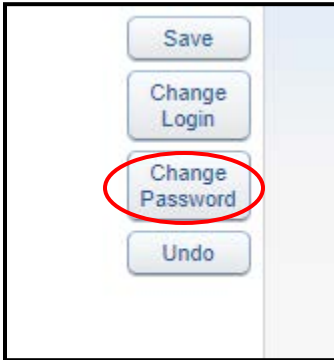
2. Click the **Save** button.



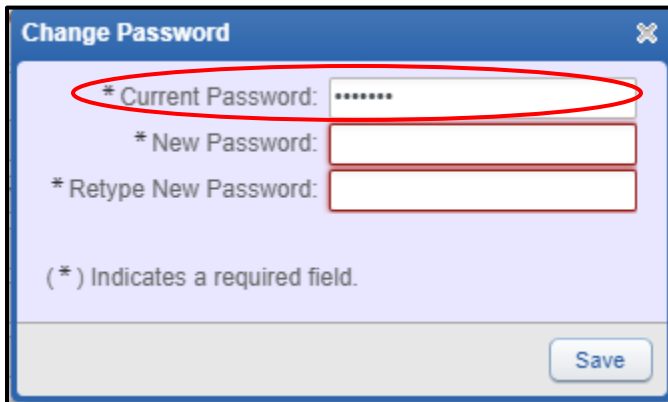
The screenshot shows the 'Account Settings' form with the 'Save' button circled in red. The 'Email' field contains a redacted address ending in '.com'. The 'Phone' section has three rows: the first row has '(281)' and '707-0000' in input boxes and an empty 'Ext.' box; the second row has '(832)' and '287-1111' in input boxes and an empty 'Ext.' box; the third row has three empty input boxes for area code, number, and extension. The 'Save' button is circled in red. Other buttons visible are 'Change Login' and 'Change'.

Change Your Password

1. Click the **Change Password** button.



2. Enter your **current** password.

A 'Change Password' dialog box with a blue header and a close button (X) in the top right. It contains three input fields: '* Current Password:' (with a red oval around it), '* New Password:', and '* Retype New Password:'. Below the fields is the text '(*) Indicates a required field.' and a 'Save' button at the bottom right.

3. Enter the new password you would like to use.
Note: Passwords have a maximum limit of 15 characters. Also, for ItsLearning, the password must meet these requirements:

- Is at least 7 characters long
- Does not contain your username or real name
- Contains characters from each of the following three groups:
 - Uppercase letters (A-Z)
 - Lowercase letters (a-z)
 - Numbers (0-9)

Change Password

* Current Password: [password field]

* New Password: [password field]

* Retype New Password: [password field]

(*) Indicates a required field.

Save

4. Re enter the new password you would like to use.

Change Password

* Current Password: [password field]

* New Password: [password field]

* Retype New Password: [password field]

(*) Indicates a required field.

Save

5. Click the **Save** button.

Change Password

* Current Password: [password field]

* New Password: [password field]

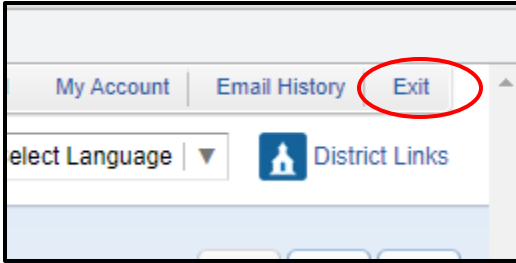
* Retype New Password: [password field]

(*) Indicates a required field.

Save

After Changing Your Account Information

1. You may remain in Family Access and view any of the available information if you wish. When you are finished, click the **Exit** button.



2. The next time you log into Family Access, use your new login/password.