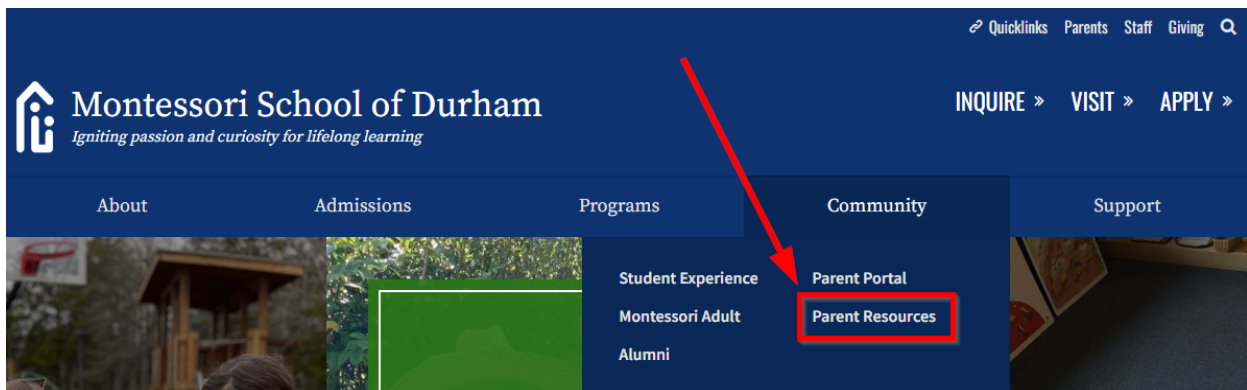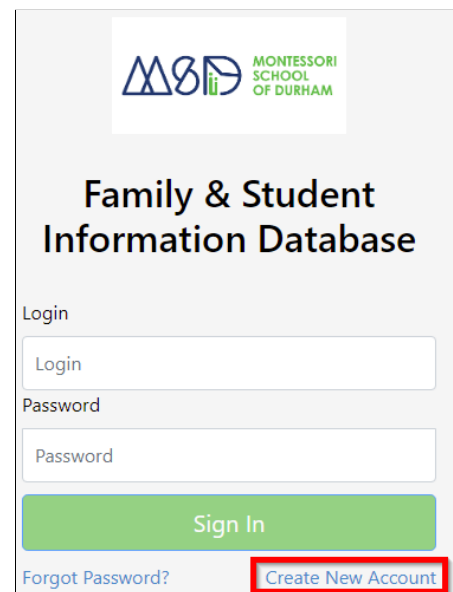# Family & Student Information Database Instructions

The MSD Family & Student Information Database is a secure web page where you can access your family's and your child's information and make any edits that are necessary.

Once you create your account, you will be able to access the database at any time using your credentials and provide updates or verify information. You may access the database directly from our website under Parent Resources (www.msdurham.org).
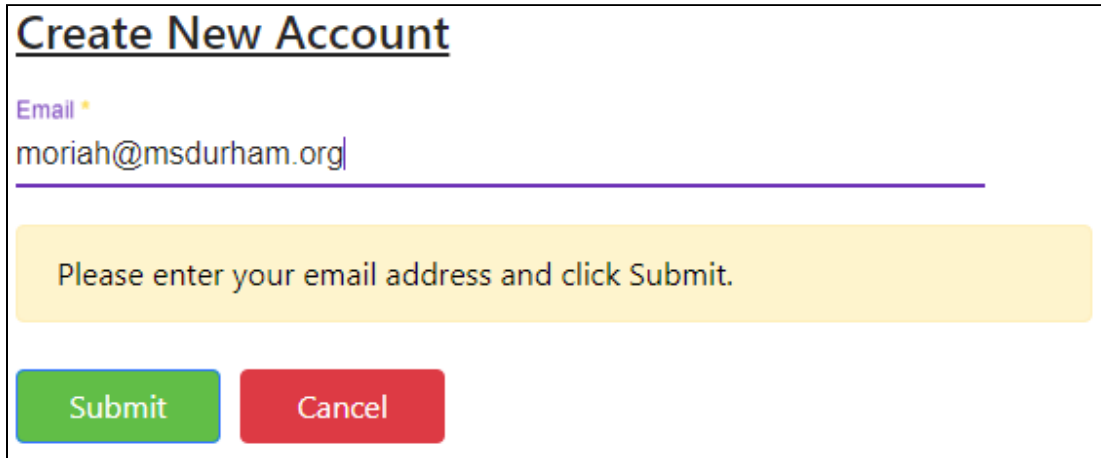

Follow the steps below to create your login:

1. Go to the web address provided in the body of the email or via the link on our website on the Parent Resources page. It is helpful to create your database login on a desktop computer or laptop, rather than your mobile device. In the initial login, you will need to enter a verification code that will be sent to your email so we suggest that you open the link in a separate web browser, rather than directly in your email app.

2. Once you are on the homepage for the database, you will use the **Create Account** option on the login page just one time to set up your account. It is important to use the @msdurham.org email address specifically provided in the email you received. The field is case sensitive so it must match with exactly what we have on file for your account.

3. Enter your email address. Remember that every aspect of the email address must exactly match the email address we provided in the body of the email, including the letter case.
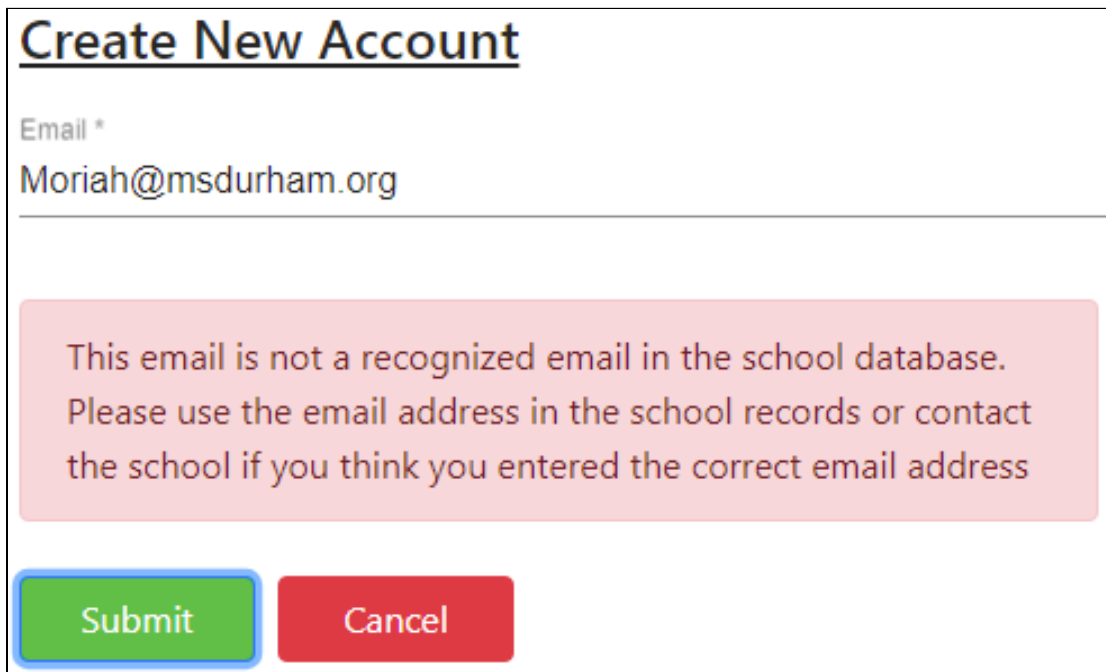
Create New Account

Email *

moriah@msdurham.org

Please enter your email address and click Submit.

Submit   Cancel

4. If your email address is not recognized (i.e., it does not match what is in the school records) you will see the error message shown below. Please contact moriah@msdurham.org or call 919-489-9045 if you have any problems creating your account.

Create New Account

Email *

Moriah@msdurham.org

This email is not a recognized email in the school database. Please use the email address in the school records or contact the school if you think you entered the correct email address

Submit   Cancel

5. If your email address matches the school records, you will be prompted to set up the credentials for your account. Make sure you follow the password complexity rules that are displayed for you and set up your security question and answer. This question and answer will be needed in case you forget your password in the future.

Create New Account

Email *
moriah@msdurham.org

Password *
•••••••••••

Confirm Password *
•••••••••••

Minimum six characters
Must contain at least one number
Must contain at least one of these special characters: !# $ % & * ( )

Security Question *
What is my dog's name?

Security Answer *
••••

[Submit] [Cancel]

6. Once you click **Submit**, a verification code will be emailed to you from snowmancloud@snowmansoftware.com. Check your email to find the verification code that was sent to you - Be sure to check your spam folder or junk mail!

Family & Student Information Database verification code

snowmancloud@snowmansoftware.com
to me ▾

This is your verification code for your new account.

Please use this value where you are prompted in the account creation process:

376405

Please do not reply to this email as this address is not monitored.

↩ Reply   ➔ Forward

7. Enter the verification code in the web browser where you are prompted and click **Submit**.

Create New Account

An email was sent to moriah@msdurham.org with a verification code. Please enter that code below.
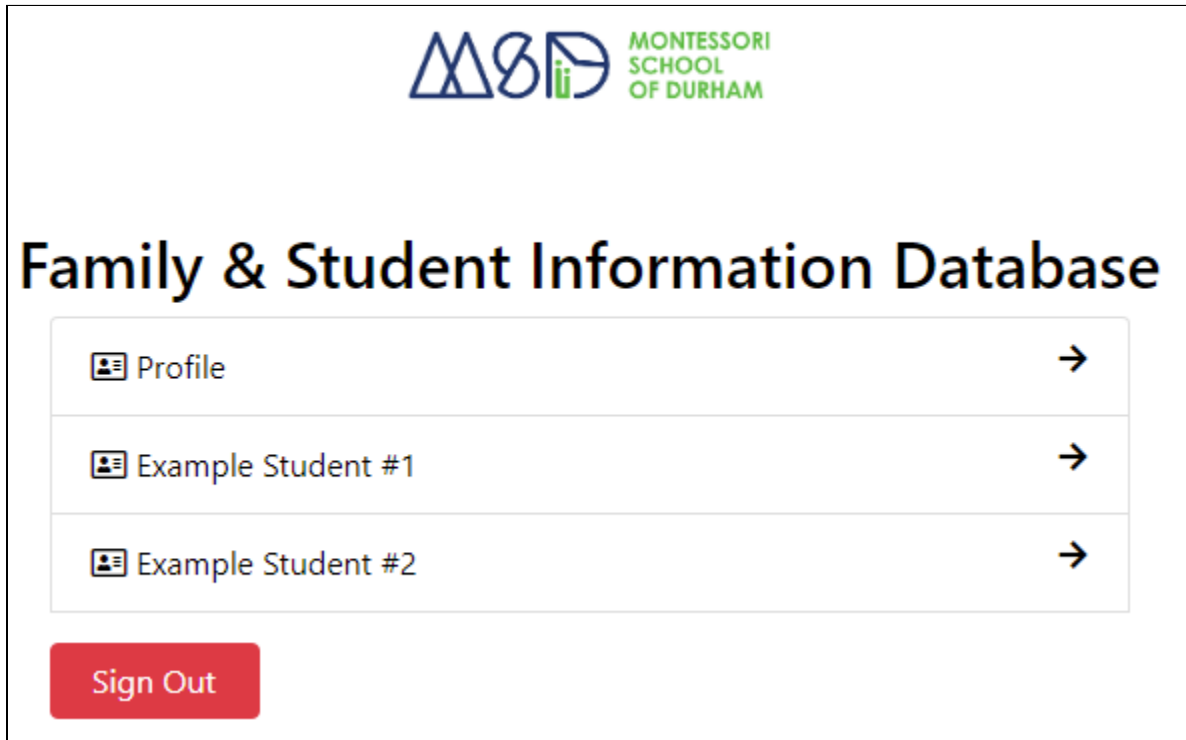
```
376405
```

Submit   Cancel

8. Once you enter the correct verification code, your account is created, and you will be logged in. From this point forward, you will simply be able to login to the database using the same @msdurham.org email address and the password you created.

If, at any point in the future, you forget your password or you want to change it, simply click the **Forgot Password?** link and, after correctly answering your security question, you may create a new password.
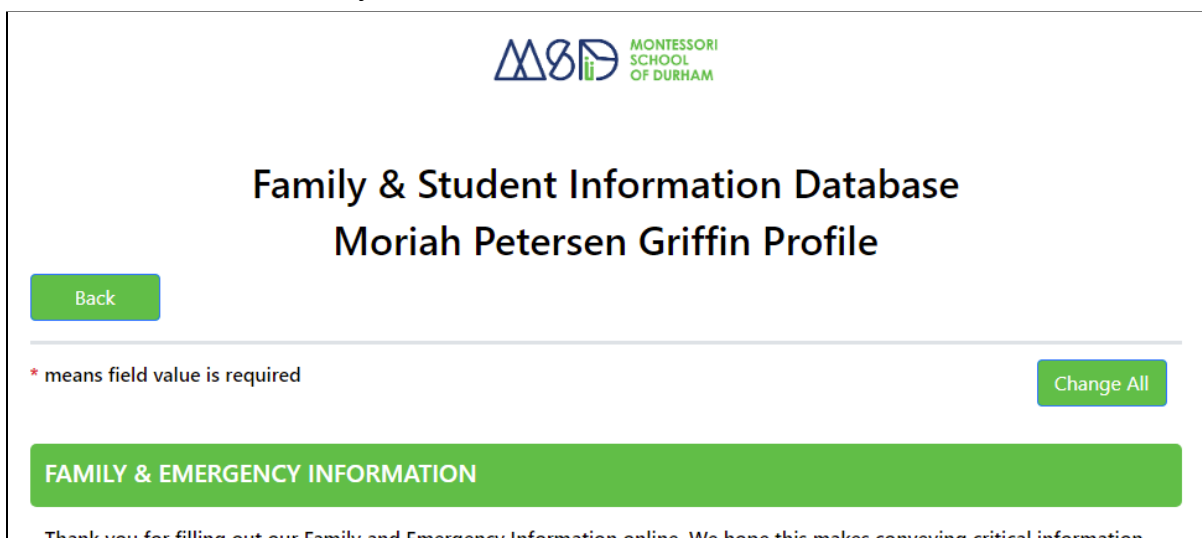
Family & Student Database Main Menu:

After logging in you will see the main menu. It will list a **Profile** option where the parent/guardian and family school data fields are, followed by your child's profile (or multiple profiles if you have more than one child enrolled at MSD).

When you click on the **Profile** option you will see the parent/guardian names on top, and information fields as you scroll down.

Please review this information and submit updates where necessary. If you need to change one or more fields, you first need to click the green **Change** button to the right on the field. This will unlock that field for you to be able to enter changes there. Alternatively, if you are changing multiple fields, you can just click the **Change All** button located in the top row. This will unlock all fields shown there so you can change them as needed.

Once you are ready to submit your changes, click the **Submit** button at the bottom left of the form. Once you see the **Profile update submitted** message appear, below the **Submit** button, you can click the **Back** button to go to the previous menu screen. You will get a confirmation email that the changes have been successfully submitted.

IMPORTANT NOTE

When you submit your database updates to MSD, they go into a holding area before they are permanently updated in the information system. We will review and accept changes in a timely manner. Thus, when you log back into your account after submitting changes, the old values may still display, which is normal. You should not re-enter this information unless you did not receive a confirmation email.

Student Profile and Other Student Options:

There is a profile menu option under each one of your enrolled students, similar to your parent/guardian profile. We request that you submit updates to the student profile as necessary.

Student profile updates are done the same way as explained above in the parent/guardian profile section. Click the **Change** button for any field value you want to change, enter the new values, then click **Submit** once you have made needed changes.