



Changing Your Skyward Family Access Login, Password and E-mail

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

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

In this document:

[Access Your Account Information](#)

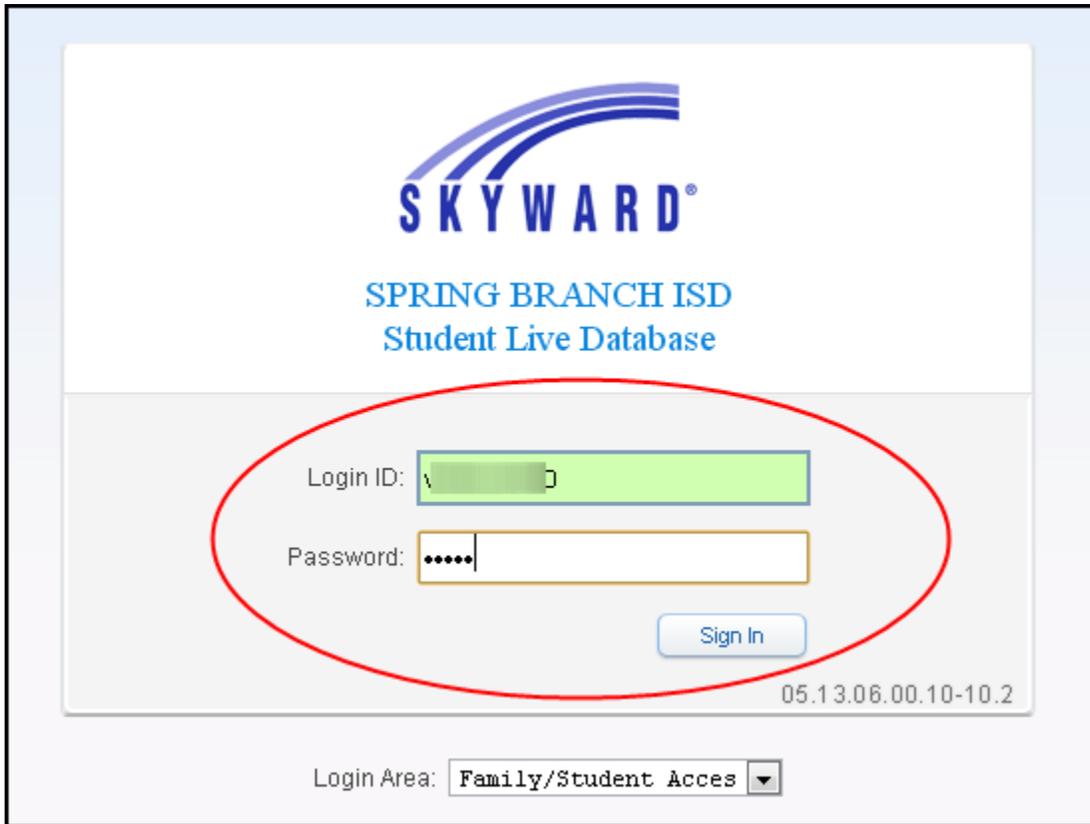
[Change Your Email and/or Phone Number](#)

[Change Your Password](#)

[After Changing Your Account Information](#)

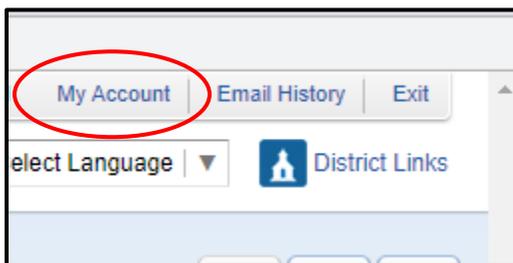
Access Your Account Information

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



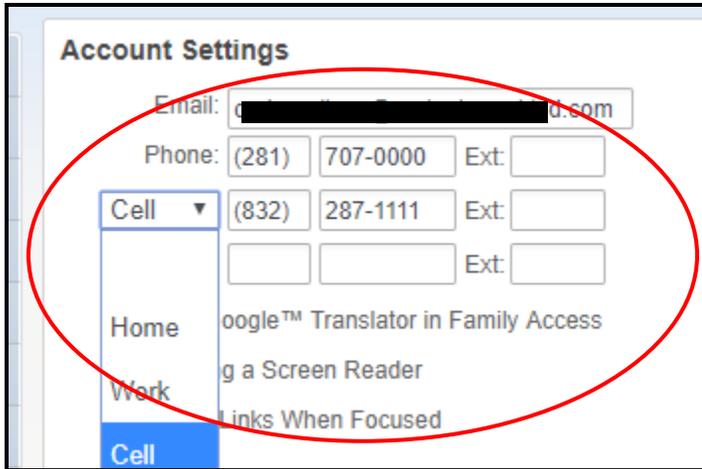
The screenshot shows the login interface for Skyward Spring Branch ISD Student Live Database. At the top, the Skyward logo is displayed above the text "SPRING BRANCH ISD Student Live Database". Below this, there are two input fields: "Login ID:" followed by a green text box containing a partially obscured ID, and "Password:" followed by a white text box with masked characters. A blue "Sign In" button is positioned to the right of the password field. A red oval highlights the login ID and password fields. In the bottom right corner of the main content area, the version number "05.13.06.00.10-10.2" is visible. At the bottom of the page, there is a "Login Area:" label followed by a dropdown menu currently set to "Family/Student Acces".

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



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)' in a dropdown, '707-0000' in a text box, and an empty 'Ext.' box; the second row has '(832)' in a dropdown, '287-1111' in a text box, and an empty 'Ext.' box; the third row has empty dropdowns, text boxes, and an empty 'Ext.' box. A red circle highlights the phone number input fields. Below the form, there are links for 'Home', 'Work', and 'Cell' (which is highlighted in blue), and some text about Google™ Translator and a screen reader.

2. Click the **Save** button.



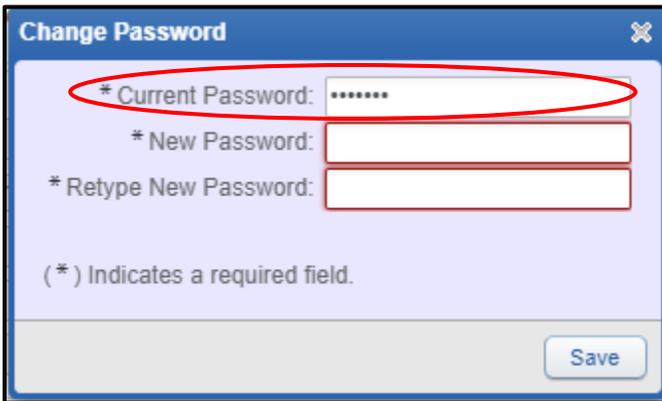
This screenshot shows the bottom portion of the 'Account Settings' form. The 'Email' field is redacted. The 'Phone' section has the same three rows as the previous screenshot. The 'Save' button is circled in red. Below the 'Save' button is a 'Change' button.

Change Your Password

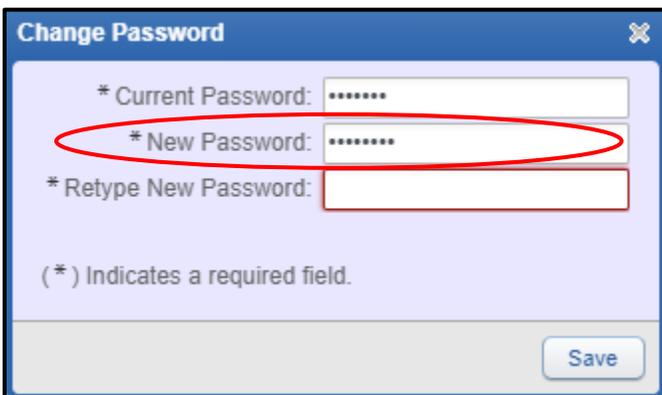
1. Click the **Change Password** button.



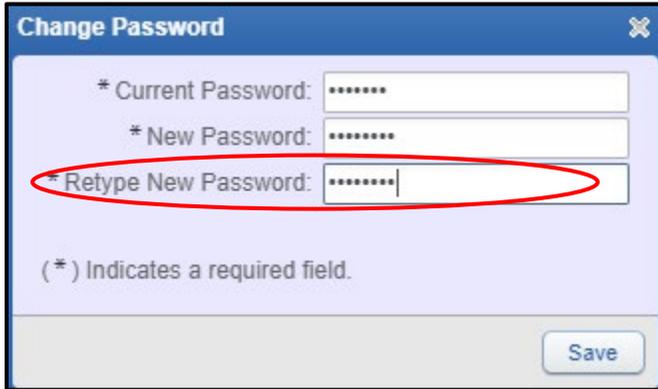
2. Enter your **current** password.

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

3. Enter the new password you would like to use.
Note: Passwords have a maximum limit of 15 characters.

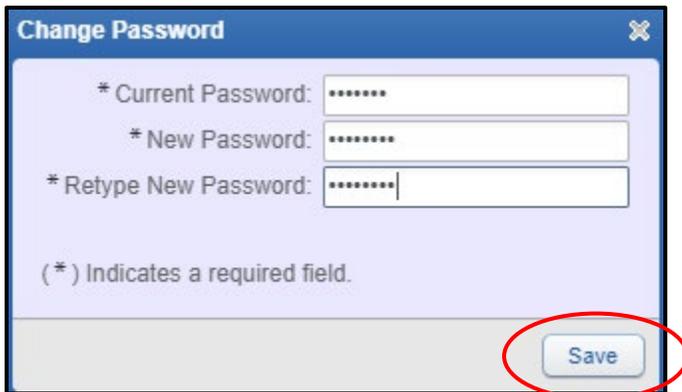
A dialog box titled 'Change Password' with a close button (X) in the top right. It contains three input fields: '* Current Password:, * New Password:, and * Retype New Password: (empty). A note below the fields says '(*) Indicates a required field.' A 'Save' button is at the bottom right. The 'New Password'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

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



The screenshot shows a 'Change Password' dialog box with a blue header and a light blue body. It contains three text input fields, each with a red asterisk indicating it is required. The first field is labeled '* Current Password:' and contains seven dots. The second field is labeled '* New Password:' and contains seven dots. The third field is labeled '* Retype New Password:' and contains seven dots with a vertical cursor at the end. A red oval highlights the third field. Below the fields is the text '(*) Indicates a required field.' and a 'Save' button in the bottom right corner.

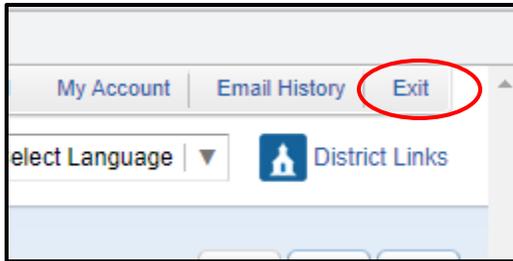
5. Click the **Save** button.



The screenshot shows the same 'Change Password' dialog box as above. The 'Save' button in the bottom right corner is now circled in red.

After Changing Your Account Information

1. You may remain in Skyward 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 Skyward Family Access, use your new login/password.