

# Skyward Family Access

## Frequently Ask Questions

### **What is Family Access and why should I use it?**

Family access is an information resource made available to every family at NO cost. This resource provides you your child's:

- Grades
- Attendance
- Class Schedule
- Food Service Balance
- Ability to update demographic, email & text (sms) information
- Enroll & Register online

\*Family Access provides safe, secure and easy access to your child's school records.

### **How do you access Family Access?**

Navigate to <http://www.pike.k12.in.us>. In the top right corner, click the Families link and find the Skyward button.

### **Who is eligible to have Access to Family Access?**

Only authorized Legal Parents/Guardians will be allowed access to Family Access.

### **Is Family Access a Secure Web Site to use?**

Family Access uses Secured Socket Layer (SSL). This is the same system used by sites that accept credit card numbers and other personal data that must be secure. Each individual (student, parent, or staff member) must be given a username and password that they have been given specific access to only certain pages in order to view their student's Family Access Information. No one else can see your student's information.

### **What happens if I have children located at different schools?**

You will still only need one log-in and password. You can see them all at once or you are able to go to the top of the family access page and click between your students.

### **Having issues with logging into Family Access?**

Family Access is a web-based product, so it should work on your computer like any other web-based application. Family Access works best on the most recent version of your web browser. If you are still having problems please call your child's school secretary for assistance. Please note that schools within MSD of Pike do not provide off-site technology or software application assistance. For computer or software problems, please consult your computer dealer or software vendor.

### **Are you having problems with password/username?**

If you are having problems with your password or username please contact your child's school secretary or click the [Forgot your Login/Password?](#) link.

### **Troubleshooting with Family Access—what should they do?**

Contact the Navigation Specialist at [stutechhelp@pike.k12.in.us](mailto:stutechhelp@pike.k12.in.us) or 317-387-2525, option 1.

### **District Disclaimer Notice**

MSD of Pike Township does not provide technical support for personal computers, tablets or phones. If you experience technical support problems, please contact your computer technical support for assistance.