

Family Access Frequently Asked Questions

Family Access	Frequently Asked Questions (Last updated: 11/2007)
My login or password doesn't work....	<ul style="list-style-type: none"> • Most of the time, when the log-in or password doesn't work, it is because the user is not recognizing the difference between l (larry) or l (ice) or the number 1 or O (orange) or zero. • Your log in is a combination of the first 5 letters of your last name and the first 3 letters of your first name followed by a 3 digit number. For example: John Wayne would be WAYNEJOH000 and if we had another name that was similar, such as Johnny Wayne the 3 digit number would differentiate the two: WAYNEJOH001 • In the case of short last names. Since the login needs 5 letters for the last name, if the person has a 2, 3 or 4 letter last name, then spaces must be entered to equal 5. Example: Joe Mann is MANN JOE000 with one space after the last name, Sue Cox would be COX SUE000 (with two spaces added after the last name), Ron Le would be LE RON000 (with three spaces after the last name). • If you have notified the school of a name change, whether it is first or last, your log in will change. Please contact the school for your new log in.
I forgot my password....	<ul style="list-style-type: none"> • If you have entered your e-mail address into the system, you can click on the "Forgot Your Login/Password" link on the log-in screen and retrieve your information. • If you did not enter your e-mail address, you will need to go to your child's campus and have them print out a new Family Access information sheet. <u>You must show a picture ID to receive the information.</u>
I can only see one of my children when I log in....	<ul style="list-style-type: none"> • Email jisdwebmaster@joshuaisd.org and provide your name and the names of all of your children, along with the campuses they attend. Be sure to indicate which child/children you are not seeing when you login.
I do not have access... or My access is denied...	<ul style="list-style-type: none"> • Go to the school and contact the campus administration to see if there is a reason that the access was denied. If you have more than one student and they attend different campuses, you will need to contact each campus. If there is not a reason, or you resolve the reason that access was denied, the campus attendance clerk will be instructed by the campus administration to grant the access.
You have log-in but no password or you did not receive a log-in and password on a printed sheet...	<ul style="list-style-type: none"> • Go to the school and contact the Family Access Coordinator and they will provide you with a log-in and password. <u>You must show a picture ID to receive the information.</u>
When I look at the grade for my student and then click the link on the number grade to see the assignments that make up that grade, I am not able to see the screen.	<ul style="list-style-type: none"> • Email jisdwebmaster@joshuaisd.org and request that they log in as you from their computer. If they can see the grade assignments, then the problem is not with our system. You may need to check your internet browser settings so see if it allows pop ups. You also may need to contact your Internet Service Provider for additional help.
I cannot see the buttons for changing my password or updating my e-mail.	<ul style="list-style-type: none"> • These buttons are located on the Account Info screen. If you cannot see them, the resolution on your computer display may be set too low. If you are set at 800 by 600, try changing the resolution to a higher setting (eg. 1024 by 768). To change the resolution, right click on your desktop, select Properties, and click on the Settings tab. Adjust the Screen Resolution setting to 1024 by 768. This should resolve your problem. If not, you may need to contact your computer manufacturer or operating system software support department.

If this information does not solve your problem, please email
jisdwebmaster@joshuaisd.org with any additional questions or concerns.