



**WEST BEND**  
— SCHOOL DISTRICT —  
**EXCELLENCE FOR ALL**

## **Frequently Asked Questions on Skyward Family Access**

Q: Does Family Access cost money or is there a fee that I have to pay?

A: Family Access is provided free as a service by the West Bend School District.

Q: Exactly, what information will I have access to?

A: You will have access to the following:

- A detailed calendar provides options to view any excused or unexcused absences in detail from the convenience of a parents/guardians home or work. Teacher provided email links allow for easier communication between parents and teacher.
- Term and semester grades in the convenience of a single location. In addition, the Grade Comment Screen allows parents to view teacher comments.
- All existing student demographic and emergency information can be easily viewed by parents/guardians and changes requested if corrections are necessary.
- Immunization records that can be printed and used for your family physician or college admission.

Q: Can I change my login and password?

A: Yes, in the upper right-hand corner, select my account to change information.

Q: With all the talk about Internet safety and security, how do I know Family Access is safe?

A: Family Access will use Secured Socket Layer (SSL) encryption as the security layer for the data presented on the Web. This is the same encryption system used by sites that accept credit card number and other personal data that must be secure. Each individual, whether student, parent or staff member, must be given a username and password and be designated as a member of the household linked to a student in order to view Family Access information.

Q: Can other people see my child's personal information on Family Access?

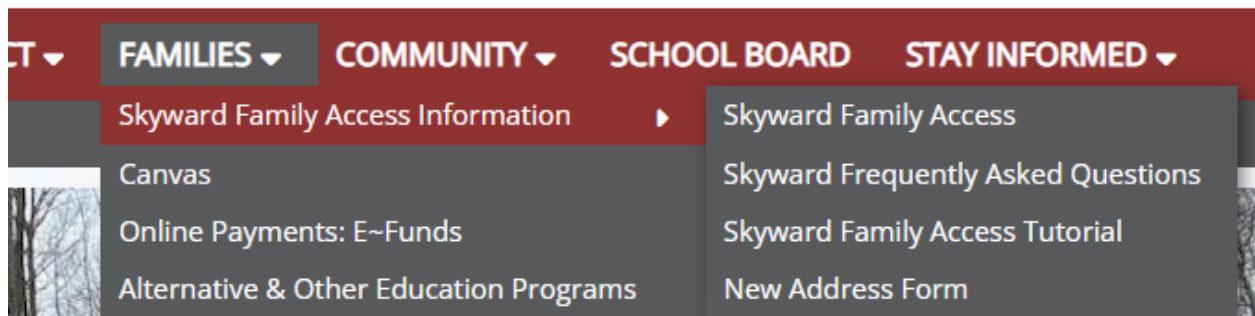
A: Family Access is password protected. As long as you keep your log-on in a safe place it is highly unlikely that anyone else will be able to access or view your child's personal information.

Q: Can I create my own Username and Password?

A: No, the username is a combination of alpha/numeric characters associated with the name of the person listed in our records as the First Parent/Head of Household. The passwords are randomly generated but may be changed by you once you initially log onto the site. Be sure to keep this log-on information in a secure place.

Q: I can't get Family Access to work on my computer. What should I do?

A: 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 can't load the Family Access log-on screen, you should first check to make sure you have the right website address or URL. You can access the Family Access website by going to [www.westbend.k12.wi.us](http://www.westbend.k12.wi.us) and clicking on Families and then choosing Skyward Family Access Information. If you are still having problems call 262-335-8305 during school hours and a staff member will get back to you as soon as possible. Please note that the West Bend School District can provide technical support via email or telephone but does not provide off-site technology or software applications. For computer or software problems, please consult your computer dealer or software vendor.




Q: I have a child at Jackson Elementary, Badger Middle School and West Bend-West High school. Do I need a unique username and password for each child?

A: No, under most circumstances, one username and password will provide you with access to information for each child.

Q: I have forgotten my username and password, what should I do?


A: After opening Skyward, click on the link that reads: "Forgot your Login/Password?" On the next screen you will be prompted to enter your username or email address. If it matches the username or email that the district has on file, you will be sent an email containing your login and a link that can be used to reset your password. For additional support you may contact the technology department at 262-335-8305 or via email at [kmarshall@wbsd-schools.org](mailto:kmarshall@wbsd-schools.org).





## Forgotten Login/Password Assistance

Please enter your email address or user name. If it matches the email or user name the district has on file, you will be sent an email containing your login and a link that can be used to reset your password.

I'm not a robot   
reCAPTCHA  
[Privacy](#) - [Terms](#)

Email or User Name

**Please Note: By logging into West Bend School District's Skyward Family Access, you are agreeing to the following guidelines**

- 1) Parents/guardians (except those barred by court order) may have access to their child's grades, attendance, schedules and other information as offered by the school's student management software. Any site containing the above information must require the parent to log in with a secure (using 128-bit encryption) username and password.
- 2) New accounts will be distributed and set-up as described on the previous page. Usernames and passwords will not be shared over the phone.
- 3) Each user is responsible for their individual logon information and should take all reasonable precautions to prevent others from being able to use their account. This includes, but is not limited to, regularly changing the account password and not sharing the password with others. Users shall notify their teacher or building administrator immediately if a possible security problem has been identified.
- 4) School administrators shall set guidelines for timely entry of grades, teachers notes, and attendance, and further expect that the WBSD staff will follow these guidelines.

**Disclaimer:** Although extreme precautions and measures (both technical and procedural) have been implemented to prohibit unauthorized access to your child's information, West Bend

School District, its employees and agents, make no warranties of any kind, neither express nor implied, concerning the access it is providing. Furthermore, WBSD may not be held liable for:

- a. The accuracy, nature, or quality of information posted on the Skyward Family Access website.
- b. Any delays or interruptions in service of Skyward Family Access.
- c. Unauthorized access to student information on Skyward Family Access.