

Skyward Family Access – Frequently Asked Questions

I previously had access to the Skyward Family Access Portal but cannot log in now. What should I do?

Please select “**Forgot your Login/Password?**” located beneath the **Sign In** button on the Skyward login page. You should receive an email from Skyward within approximately one hour with instructions on how to reset your password.

If you do not receive the password reset email within an hour, it is possible that the email address on file is incorrect. In that case, please contact your **school’s secretary** for assistance with restoring access to your account.

What if I do not see the Online Registration link in my Family Access Portal?

If parents or guardians are **co-parenting as separate households**, only the **primary (custodial) family listed in Skyward records** is able to complete the online registration process.

Can I use a mobile device to complete online registration?

While it is technically possible to use a mobile device, it is **not recommended**. Some pages may not display correctly on smaller screens, and certain data fields or buttons may not appear. Additionally, Skyward registration forms are **not currently supported in the mobile app**.

For the best experience, please complete registration using a **desktop or laptop computer**.

I cannot submit the registration and receive a message stating that there are incomplete forms. What should I do?

Each page of the registration process includes a button at the bottom labeled “**Complete this step and move on to the next step.**” A page will not be marked as complete until this button is clicked.

If you do not see the button:

- Maximize your browser window or scroll to the bottom of the page.
- Refresh the page by pressing **F5** or clicking the **Refresh** button next to the browser's address bar.
- If the issue persists, try **logging out and logging back into Skyward**.

These steps usually resolve display issues that prevent the button from appearing.