



FORT BEND ISD RELEASES FAMILY ACCESS



Fort Bend ISD realizes the important role active parents play in their child's education and is continuously looking for ways to help parents stay connected. This fall we

implemented our new Skyward student information system. One of the most exciting features of this system is **Family Access**.

Family Access will be available to all parents beginning Monday, January 24, 2011. This secure, web-based application will provide parents access to "real time" information including grades, homework, attendance and more. Parents interested in applying for Family Access should go to the FBISD website at <http://www.fortbendisid.com/> beginning on Monday, January 24, 2011 and click on the Family Access link. Parents will need to complete the online registration form, print it and take it to their child's campus. A valid government issued photo ID must be presented at the time the registration form is submitted. Once registration information is processed by the campus, a Family Access user ID and password will be provided to the parent via email. We hope you find Family Access is helpful, easy to use and just the tool you were looking for to stay connected to your child's education.

- Class schedule
- Course grades
- Assignments
- Attendance
- Calendar
- Links to other resources
- Email notifications
- Email the teacher

Family Access is a feature of our Skyward student information system. Applicants must have the ability to access the Internet to use this system.

Parents with multiple students will only need to register at one campus to receive access for each student.



**Fort Bend ISD Family Access
Frequently Asked Questions (FAQ)
Parent/Guardian Getting Started/ General Account Information**

Family Access	General Information
<i>What is Family Access?</i>	Family Access is a web-based service that allows parents (legal guardians) to view school-related information on their students. Information available online includes: <ul style="list-style-type: none"> o Attendance records by date and type of absence o Schedules o Assignment grades and course averages o Progress reports and grades o School calendars
<i>Information Source and Security</i>	The information in Family Access is 'real time' based on data in the district's Skyward Student Information Management System.™ However, remember that grades are 'fluid', and change daily/weekly as the teachers add assignments and grades to the system. Family Access is password and user name protected. PLEASE KEEP YOUR PASSWORD AND USER NAME CONFIDENTIAL. In addition, Fort Bend ISD has implemented strong encryption technology (SSL) that protects all data transmitted between your web browser and our web server. This is the same encryption system used by sites that accept credit cards numbers and other personal data that must be secure.
<i>Internet Browser Requirements</i>	Internet access from an Internet Service Provider (ISP), such as a dial-up or cable internet provider is required. Fort Bend ISD does not provide internet access for home use. Supported Web Browsers Macintosh® 8.1-9.X: Internet Explorer® 5.1.7 Macintosh® 10.3 or higher: Safari® 1.2 Firefox 1.5+ Windows® 98/98SE/ME/2000/XP: Internet Explorer® 5.5+ Firefox 1.5+ <small>Macintosh®, Safari® - trademark owned by Apple Computer, Inc. Windows®, Internet Explorer® - trademark owned by Microsoft Corporation</small>
<i>Will a Family Access account cost me money?</i>	Family Access is provided as a free service of Fort Bend ISD. There is no additional fee required in order to utilize the service
<i>How do I get a Family Access account?</i>	The application form is located @ http://www.fortbend.k12.tx.us/familyaccess/ Fill out the form online, print and return to the campus in person.
<i>I have children at three different campuses. Do I need to fill out a Family access form for each campus?</i>	No, one Family Access user ID and password will provide you access to all your students, no matter what campus they attend. One application will provide access to all your children.
<i>URL (Web) Address</i>	The URL (or Web Address) for Fort Bend ISD Family Access is: http://www.fortbend.k12.tx.us/familyaccess/ A link to Family Access can also be found on the FBISD main web page.
<i>We've moved to a new address or I have a new phone number, how can I update my information?</i>	Please contact the campus staff directly.
<i>I forgot my password...</i>	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 do not have an e-mail address in the system contact the Family Access campus contact at your child's campus and work with that person to get your e-mail setup

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<i>I cannot see all of my children when I log in....</i>	Notify the Family Access contact at the campus of the student who you are not able to see in the system. Tell them your Family Access User ID and the student(s) who is missing from your Family Access account. They should be able to combine your information so that you can see all of your children when you log-in.
<i>I cannot see the buttons for changing my password or updating my e-mail.</i>	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 (e.g. 1024 by 768). This should resolve your problem. If not, you may need to contact your computer manufacturer or operating system software support department.
<i>How can I get my new e-mail updated in the Family Access system?</i>	Access click on the "Account Info" button in the top right. You'll be able to change your e-mail address at this point.
<i>Can other people see my child's personal information on Family Access?</i>	Family Access is password protected and uses SSL . Your child's information is only available to authorized parents or guardians that are associated with your child's student records in our administrative system. Please safeguard your logon information as this would be another way to secure your information.
<i>My secondary school child received a Student Access account last Spring. Do I need a Parent Family Access account since she has a Student Access account? What is the difference between the two accounts?</i>	Students in grades 5-12 will be given the ability to enter course requests for the 11-12 school year through their Student Access account. What students can see through their accounts will be similar to what parents can see, but it will not be exactly the same. Although students will have Student Access accounts this school year, parents should also apply for a separate account. Parents will have access to information that students will not have access to through Family Access.
<i>I received a Family Access Account and password last year. Do I have to apply for a new account every school year?</i>	No. Once you have an active account in Family Access it remains active into the next school years until you no longer have students attending a Fort Bend ISD campus. Parents who had access to Parent Portal in the 2009-2010 school year must re-apply for access to Family Access.
<i>My child is now going to a different campus from what he/she attended last year. Do I need to apply for a new Family Access Account at the new campus?</i>	No. Your account is assigned to you and is not associated with a particular campus. Your active Family Access account is good at all campuses within Fort Bend ISD, even if your child changes or is promoted to a new campus.
<i>How can I setup Email notifications from Skyward?</i>	Login in to Family Access, click on EMAIL NOTIFICATIONS from the left side General Information links. A new window will open where you can make your selections. Click SAVE.
<i>My login or password doesn't work</i>	Most of the time, when the log-in or password doesn't work, it is because it is difficult to recognize the difference between l (Larry) or l (ice) or the number 1 or O (orange) or zero in a User ID. Please note that you have the ability to change your User ID and password in the Family Access system after you have successfully logged in the first time.
<i>Can I send my form to school with my student?</i>	No. Fill out the form online, print and take the signed form to the campus with your government issued picture id.