

Family Access Frequently Asked Questions

All FAQ's assume you have access to the program.

<p><i>Please explain how my username was created...</i></p>	<ul style="list-style-type: none"> • Your login 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 from the last name, the person with a 2, 3, or 4 letter last name will have spaces 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).
<p><i>What if my name changes?</i></p>	<p>Notify the school and provide identification for any name changes to be made.</p>
<p><i>My login or password doesn't work or what if I forgot it?</i></p>	<p>If you have entered your e-mail address into the system, you can click on the <i>Forgot your login or password?</i> link at the bottom of the Login screen and follow the directions.</p>
<p><i>Can I change my Log-in/Username or password?</i></p>	<p>No, you cannot change your log-in. Yes, you can change your password. Once you log-in, click the <i>Account Info</i> button on the tool bar at the top of screen. Then click the <i>Change My Password</i> button.</p>
<p><i>Can I change my e-mail address?</i></p>	<p>Yes, you can update your e-mail address also by clicking the <i>Account Info</i> button on the tool bar at the top of screen. Then click the <i>Change My E-mail</i> button.</p>
<p><i>I can only see one of my children when I log in...</i></p>	<p>Contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org. <i>Picture ID may be required.</i></p>
<p><i>I do not have access...or My access is denied.</i></p>	<p>Contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org to see if there is a reason that the access was denied.</p>

<p><i>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</i></p>	<p>Contact Brenda Duhon at 409-962-4268 ext. 5519 to have her log in as you from her computer. If she can see the grade assignments, then the problem is not with our system. You may need to check your Internet browser settings to see if it allows pop ups. You may also need to contact your Internet Service Provider for additional help.</p>
<p><i>I cannot see the buttons for changing my password or updating my e-mail in Skyward Family Access.</i></p>	<p>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). This should resolve your problem. If not, you may need to contact your computer manufacturer or operating system software support department.</p>
<p><i>There is no LOG OUT button on the screen.</i></p>	<p>The Log Out button is on the upper right corner of the page. If you cannot see the button, 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). You should now be able to see the Log Out button. If you still cannot see the button, you may need to contact your computer manufacturer or your operating system software support department for additional help.</p>
<p><i>I do not see the "Gradebook" link when I log on.</i></p>	<p>The gradebook link may not be available during the final posting window for middle and high school students. Typically, the gradebook link closes on the Friday of each six weeks and reopens the following Thursday (the day before report cards go out). This window is longer at the end of the 3rd and 6th six weeks due to semester and final exams.</p>