

FAMILY ACCESS

Family Access from Skyward is a web-based information and communication center designed to provide parents and guardians with the answer to “What did you do at school today?” This service is free, but does require Internet access availability to participate.

What is Family Access?

Family Access is a web-based software package that gives parents and guardians (who are listed as such in our database) read only access to their child/children’s school information directly from the teacher’s grade book. Family Access is available for parents of students K-12, but the information content will vary depending upon the grade level.

What information can parents see?

GRADES 7-12:

- ✓ Grades
- ✓ Daily Assignments
- ✓ Report Cards
- ✓ Attendance
- ✓ Class Schedule
- ✓ Emergency Contact/Student Address Information
- ✓ Health Records
- ✓ Food Service accounts
- ✓ Fee Management
- ✓ Customized Reports

GRADES K-6:

- ✓ Attendance
- ✓ Food Service accounts

How do I sign up for Family Access?

- Go to www.hpsk12.net.
- Click on the “Family Access Request On-Line Form” link (to the left of the page).
- Fill out the form and click submit (please only submit one form, not multiples).
- You should then get an automated message thanking you for your submission, and informing you that it may take 5-10 business days for account activation.
- Within that 5-10 business days you should receive an e-mail from holtinfo@hpsk12.net providing you with your login information. Please make sure you exempt this address from your SPAM filter if you have one.
- If you fail to receive this e-mail please check in your SPAM/Junk mail folders.
- **IMPORTANT NOTE:** The login information you receive will work for the duration of your child/children’s journey through Holt Public Schools. **Please, do not re-submit your request form every year.** Also, you should be able to view each of your children’s progress within the same Family Access account. So, there is no need to submit a new request if and when you have a new student entering Holt Schools.
- **IMPORTANT NOTE:** Please make sure you, the parent/guardian, are the party submitting the Family Access request, and you are providing us with your e-mail address vs. your student’s e-mail address.

How do I login to Family Access?

- Go to www.hpsk12.net.

- Click on the “Login to Family Access” link (midway down the page).
- You may get a certification message/error, but should have an option to continue/proceed anyway. Please select this option even if the message states that it is not recommended (no worries, your information will still be encrypted).
- You should then see the Family Access login screen where you can enter your user ID and password.
- **IMPORTANT NOTE FOR PEOPLE WHO USED FAMILY ACCESS DURING THE FIRST YEAR:** The link that you used during the onset of Family Access will no longer work. Please remove that link from your bookmarks (if you set one), and follow the above instructions for logging into Family Access.

I turned in my Family Access request weeks ago, and still have not heard anything. Why?

We have been experiencing a few unusual circumstances this year in regards to Family Access logins. Please make sure that you have submitted your request on-line (as stated above). If you have done so, and have waited longer than 2 weeks, please contact Kari Hanson in the Information Systems Department at 517-699-1109. First, remember to check your SPAM/Junk mail folders. We do apologize for the inconvenience and thank you for your cooperation as we iron out the glitches.

IMPORTANT NOTE: If you submitted your Family Access request via paper, and have not yet received an e-mail with your login information, please re-submit on-line as stated above.

When can I access information on Family Access?

Grades that appear on Family Access are as current as the teacher’s electronic grade-book. **Please allow adequate time for teachers to grade papers and enter the grades into the system. Remember, teachers have the full-time job of teaching, planning, meeting, collaborating, and assessing student work.**

What are the computer operating system requirements for accessing Family Access?

Windows ME/2000/XP/Vista:
 Internet Explorer 5.5+
 Firefox 1.5+

Macintosh 8.1-9.X:
 Internet Explorer 5.1.7

Macintosh 10.3 or higher:
 Safari 1.2
 Firefox 1.5+

Internet Access: must be clean and free of breakups. Interruptions in service can prevent Family Access from working properly. Pop-up blockers, Hotbar, and Smiley Central must be disabled or uninstalled.

PLEASE NOTE:

The school district will not provide technical support for this program and will not be responsible for your inability to access this site from your home or office.