

Skyward Secondary Family and Student Access Guide: FAQ's

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Skyward Basics

How do I gain access to the Skyward Portal?

- Verify your email address is correct with the office at your child's school.
- The activation link is sent to the email address the school has on file. If you do not already have a Skyward account, and did not receive the Skyward activation email, please contact the office.
- When you click the activation link you will receive a userID and password for your use.

My account is now active, how do I get back to the Skyward Portal?

- Go to skyward.portageps.org
- Login with the userID and password you set up at activation.

What information will I find on the Skyward Portal?

- Demographic data
- Attendance
- Grades
- Schedules
- Emergency contacts
- Health information

You will be able to review the accuracy and submit corrections to the district via the portal. Please review and add emergency contacts each fall to ensure we have the most accurate, up to date information on file.

What information can I change via the Skyward Portal?

You can change most of the demographic information, as well as other areas like photo release and health information. Some items, like phone numbers and email addresses, will update immediately. Other changes, such as home addresses and health information, will first be routed to the offices for verification.

- **Emergency Contacts** - In order to ensure the highest level of student safety, please update this annually and/or as your information changes.
- **Confirm Race/Ethnicity** - you may be prompted to confirm the race/ethnicity of your children - this is required by state and federal regulations pertaining to the operation of public schools.
- **Health Information** - please review and update the health information for your children as needed.
- **Directory Options**

You can find all of these items by clicking on the Student Info button followed by the request changes link in the upper right hand portion of the portal window.

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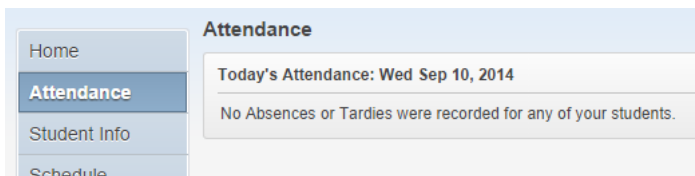
How do my children gain access?

Your children have their own IDs and passwords for the portal - never share yours with them.

Student IDs and passwords for Skyward are exactly the same as the IDs and passwords they use to log onto our district computer network and related systems.

Attendance

Click on Attendance to view your child's attendance record for today.



Gradebook

View your student's schedule and grades from the Gradebook link. Clicking on the teacher's name will allow you to send an email to that teacher.

- **C** = Quarterly Citizenship Grades - Documented at the end of the quarter
- **Q** = Quarterly Academic Grades - Calculated from entered assignments during the quarter

Home
Calendar
Gradebook

Gradebook
Central High School

Please note - at the beginning of a marking period, grades may vary greatly until several assignments are entered. We strongly recommend you focus on assignment scores and not summary grades for the marking period or semester.

There are no Missing Assignments for [Student Name]

Class Grades

Class	C1	Q1	C2
Seminar 1 - CHS			
English 11		A	
Crucible participation			
Book review			
Act 4 questions			
Act 3 questions			
Act 2 questions			

Assignment Details

English 11 (Period 4) Kate Phipps

Book review (Category: Writing)

Assign Date: Thu Oct 30, 2014 Date Due: Thu Oct 30, 2014

Max Score: 32 Weight: 1.00

Absent:

Colin's Score Info: (Central High School)

Points Earned: 29 out of 32

Percent: 90.63%

Grade: A-

Missing: No Count

- **S** = Semester Grades - Calculated using quarterly grades and exam scores (when applicable)
- **E** = Final Semester Exam Grades - Primarily used at the High School Level

Student Info

Clicking on Student Info will show the basic demographic information for your child, including school email, address, grade, homeroom, gender, age, graduation year and emergency contacts.

Family Access
All Students

My Account | Email History | Exit

District Links

Student Information

Update information for your child by clicking here → Request Changes for this student

School: Student's Email @portageps.org
Address: [Redacted]

Lake Center Elementary School
Principal: Kelly Jensenius

Grade: [Redacted] Status: Active (Full-time)
Homeroom: [Redacted]

View Bus Schedule | View [Redacted] Family

Gender: Male Age (Birthday): [Redacted]
Language: English Graduation Year: [Redacted]
Other ID: [Redacted]

Emergency Contacts	Primary Phone	Second Phone	Third Phone	Employer's Phone	Home Email
(FATHER)	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
(MOTHER)	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]

Check the emergency contacts for your children here

View Child's Family

You can view the information for the child's family by clicking on "View ___ Family" located next to the View Bus Schedule link. If your child has more than one household, you will only see the family information for the family you are a part of.

Families

Family with [Redacted]

Address: [Redacted] Mailing Address: [Redacted]

Primary Phone: [Redacted]
Home Language: English
Family ID: [Redacted]

Receive a Paper Copy of Report Card

Guardian	Second Phone	Third Phone	Home Email	Employer	Custodial?
[Redacted]	[Redacted]	[Redacted]	[Redacted]	Portage Public Schools	Yes

Other Families: [Redacted]

Request Changes

You can change student information, family address, family information, emergency information, add/change/view emergency contacts, edit health information and view your change history by clicking the Request Changes for ... link in the top right corner of each child's screen.

Some changes like family address and health information will need to be verified by the office before the changes take effect. Change requests needing verification will show up having an asterisk in front as seen in the example on the right.

Let's take a look at each of these areas more closely.

Request Changes for [Redacted]

- Student Information
- Family Address
- Family Information
- Emergency Information
- Emergency Contacts
- Change Emergency Contact Order
- Add Emergency Contact
- * Health Information
- View History
- View Unread Denials

Request Changes for Student Information

You can update whether you wish to allow your student's basic demographics (name, grade level, address, etc) for the following areas. If you choose yes, that means...

- **Military:** I authorize this student's information to be accessed for Military usage.
- **Higher Ed:** I authorize this student's information to be accessed for Higher Education usage.
- **Public:** I authorize this student's information/photograph to be accessed from outside the district. (i.e., product and service vendors, community programming, and media/social media).
- **District:** I authorize this student's information/photograph to be accessed for district/school publications and communications (i.e., School's Private Facebook/Social Media, Yearbook, Newsletters, etc.).

Request Changes for Family Address

This allows you to change your address. This change will need to be verified by the office staff at your child's school.

View Emergency Information

This allows you to see if there are any critical alerts on your child such as severe allergies or medical conditions. You can request to have any of the Emergency information added or deleted by contacting your student's school office.

Request Changes, View, Add or Reorder Emergency Contacts

These three menu choices allow for you to view and edit the emergency contacts for your children.

Emergency Contacts

View and delete emergency contacts, edit phone numbers, set whether that person can pick your child up from school, and state relationship to the child. Emergency contacts are universal for the child, so if your child has two households, they will only have one list of emergency contacts. You can set up to ten emergency contacts.

Change Emergency Contact Order

Change the order your emergency contacts are called on this screen.

Add Emergency Contact

Add new emergency contacts from this screen.

Portfolio Section

Accessing student usernames and passwords

1. Parents can access their student's username/Google login and password using Skyward Family Access
2. Login to [Skyward.portageps.org](https://skyward.portageps.org)
3. Click on the Portfolio menu on the left of your screen
4. In the Description section, click "Student Computer Account Information"
5. A report will run, then you will see a pop up letting you know the report is finished processing. Click View Report.
6. Your child's username is in the login column and their password is in the password column.
Note: When logging in to Google tools, like Classroom and Meet, your child needs to add @portageps.org to the end of their username. (ex: firstname.lastname@portageps.org)

Accessing Student Quarterly Report Cards

1. Login to [Skyward.portageps.org](https://skyward.portageps.org)
2. Click on the **Portfolio** menu on the left of your screen
3. In the **Description** section, click on the Report Card you wish to view
4. A report will run and download as a PDF.

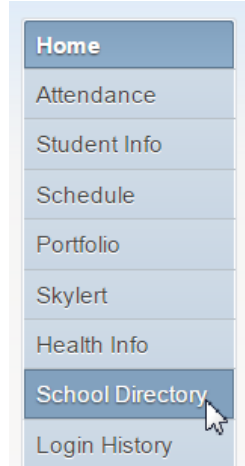
The screenshot shows the Skyward Family Access interface. The top navigation bar includes the Skyward logo, 'Family Access', and user information for Jessica Winstanley. The left sidebar contains a menu with options like Home, New Student Online Enrollment, Gradebook, Attendance, Student Info, Busing, Schedule, Fee Management, Activities, Academic History, Portfolio, and SkyAlert. The main content area is titled 'Portfolio - Attachments' and contains a table with the following data:

Description	Type	Created
Student Computer Account Information (Central Middle School)	Report Directory	
19-20 Qtr 2 Reports	Report Card	Tue Feb 11, 2020 9:47am
19-20 Qtr 1 Reports	Report Card	Thu Feb 6, 2020 2:28pm
19-20 Qtr 1 Reports	Report Card	Mon Nov 18, 2019 10:15am

Below the table, there is a section for 'Portfolio - Highlights' which currently shows 'There are no highlights for [redacted]'.

School Directory

Sometimes, as a parent/guardian, you need to look up another family's address, phone number, or email for a student at your child's school. Perhaps you are sending out birthday invitations, setting up a playdate, or dropping your child off to work on a school project. In the past, this information was distributed in print form at the schools. With the adoption of Skyward, parents/guardians can now access this information online via the Skyward Family Access Portal. Please note that you will only be able to view the directories for the schools your children attend.



Accessing the School Directory

Step 1: Login to Skyward by going to <http://skyward.portageps.org>.

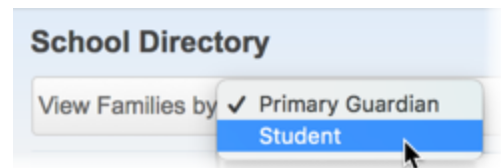
If you have not yet activated your Skyward account, please contact your child's school office to verify your email address and have the setup link emailed to you. Each parent/guardian and student has their own login for Skyward. Please do not share your login with your child.

Step 2: Select *School Directory* from the menu on the left hand side of the screen.

Step 3: Filter the information you wish to find.

You can narrow down the information in the directory in several ways.

- Choose to view information by Primary Guardian or Student**
 In the "View Family by:" drop down box at the top of the screen, you can choose to view the information by parent/guardian name or by student name.
- Search for a student by name**
 Click in the search box at the bottom of the window. Type the name of the guardian/student whose information you wish to find.



School Directory

View Families by: Results per page:

Lake Center Elementary School - Sorted by Last Name, First Name MI of Student

Student	Primary Family?	Address	Primary Phone	Second Phone	Third Phone	Primary Guardian's Email
Lastname, Child 1 View Family		12345 West Address Portage, MI 49024	(269) 323-0000	Not Available	Not Available	dademail@yahoo.com
View Family	✓	Portage, MI 49002				--

Navigation: << < > >>

- **Advanced Filter Options**

To narrow down the information shown to a particular grade level, or class, use the Advanced Filter options which are found by clicking the link under the "View Families by:" box. To see students only in the fifth grade, choose "05" for the Low Value and High Value. To see only students/families in your child's class, put his/her classroom number in both the Homeroom Number boxes (ex: 213). You can find the Homeroom number by clicking on the schedule menu button on the left side of the screen. Once values are entered, make sure to click View to see the results.

How do I adjust my information that is visible in the directory?

You may want to adjust what information is visible when others search for you or your child in the online directory. You can do this by clicking on My Account at the top of the screen, then scrolling to the section labeled School Directory.



From here you can choose what information you want to appear in the school directory. You can also Opt Out of being included in the directory by unchecking the box in front of "Add Family with...".

School Directory

Add Family with Child 1 and Child 2 to the School Directory

What information would you like to display for this family?

Family Address School for each student in the family

Family Phone Number Grade Level for each student in the family

Guardian	Email	2nd Phone	3rd Phone
Guardian 1	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guardian 2	<input checked="" type="checkbox"/>		

Click Save when you are finished adjusting your options.

Skylert

The information in this section is used to communicate with families through Skyward. These communications may come in the form of phone calls or emails. Phone calls typically include snow day alerts or bus cancellations. Emails from this system typically originate from classroom teachers, building-wide communications, or all-district messages to families.

How do I update my phone number or email address for communications?

Many of the fields here are populated from a parent’s account information. This information may be updated in ‘My Account’ at the top of the Family Access window. The primary phone number populates from the first parent of the first family listed in Skyward. The order of the first parent and the first family (for those students who are a member of multiple families) may be changed. Contact your student’s building office for information on how that change may take place.

How am I contacted for snow days or bus cancellations?

As these events directly affect whether or not a student should attend, or the manner in which a student should be transported to, school all numbers are contacted out of an abundance of caution. This may result in a single family member receiving multiple calls, one for each number listed. Note that these robocalls are not made to emergency contacts.

Can I receive text message alerts as well?

Yes! Enter the phone number you wish to receive texts in the box labeled ‘Phone 1’. Select ‘Save’ at the top of the window.

Text Message Info for Family With		School Hours Emergency	Attendance
Text Message Numbers			
Phone 1:	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>