



Snoqualmie Valley School District Skyward/Family Access Frequently Asked Questions

Q - Why should I use Family Access (FA)?

A - Family Access is a web based tool designed to enhance parent/guardian and school communication. Family Access provides parents with near real time information on many important areas of their student's education including attendance, schedules, and grades.

Q - Does FA cost money or is there a fee that I have to pay?

A - Family Access is provided free as a service of the Snoqualmie Valley School District.

Q - How do I get my login and password for FA?

A - If you are brand new to the district and used our New Student Online Enrollment, once your application was processed, you should have received an email with your login and instructions to set up your password. Please contact your school secretary or registrar if you need additional help with this.

Q - Can my student pick up my password?

A - No. Parents and students have different passwords because they have different levels of access. We want to ensure that your password goes to you directly and is not compromised by giving it to a third party.

Q - Can I or should I share my password with my student?

A - No. Parents and students have different passwords because they have different levels of access. Your student can pick up their own password from the school office.

Q - What if I can't remember my login or password?

A - From the Skyward/FA login page, you may click on the "forgot login or password" hyperlink and using the email that you gave on your enrollment application, the system will send you your login and instructions to reset your password.

Q - Can other people see my child's personal information on FA?

A - No. FA is password protected.

Q - Is FA on a secured site?

A - Yes. Each individual, whether student, parent, or staff member, must be given a user name and password and be designated as a member of a household linked to a student in order to view FA information.

Q - Can I update my student's demographic information on FA?

A - Yes. Once you log into FA, you will see the Review Student Verification Process (RSVP) Tab from the Navigation Tree on the left side. By following the steps in the RSVP, you can update phone, address, e-mail, and other important information.

Q - Are the grades that I see in Gradebook in FA current?

A - Teachers are required to post grades in alignment with semester and trimester reporting dates, for Middle and High Schools. More frequent updates might be made at the professional discretion of the teacher and may depend on the nature of the curriculum. That means you may see more frequent updates in some of your student's classes than in others. Elementary grades are not posted in Family Access Gradebook. You will see your student's grades when the report cards are posted in Family Access in alignment with the Elementary trimester dates.