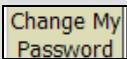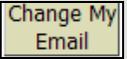Birdville ISD wants your Family Access session to be as carefree as possible. If you are having difficulties, we may have an answer here for you. If you do not find an answer here, please contact the Family Access Coordinator for your student's campus for additional help.

To use this HELP feature, simply click the question that best describes your situation and you will be taken to the answer. Feel free to print this HELP document for future use.

--*Family Access Tech Support*

Can Family Access be changed to show the Calendar first instead of the Message Center when there are unread messages?
My login or password doesn't work….
I forgot my password….
Can I change my Log-in or Password? Can I change my e-mail?
I can only see one of my children when I log in….
I do not have access… or My access is denied…
You have log-in but no password or you did not receive a log-in and password on a printed sheet…
"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 cannot see the buttons for changing my password or updating my e-mail."
"There is no LOG OUT button on the screen."
"I cannot see the term averages in the grade book for my Shannon Learning Center student."
What if a Webspeed error screen appears instead of the login screen?
How do I view only attendance/assignments/messages on the calendar?

Family Access	*Frequently Asked Questions*	*updated 9/2009*
Can Family Access be changed to show the Calendar first instead of the Message Center when there are unread messages?	No. As long as there are unread messages in the message center, it will open first when you log into Family Access. This was programmed by the Skyward software company and Birdville ISD has no control over the set up. To lessen this impact, be sure to read all of your messages in the message center.	
My login or password doesn't work….	*Most of the time, when the log-in or password doesn't work, it is because the user is not recognizing the difference between l (larry) or I (ice) or the number 1 or O (orange) or zero. *Your log in 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: WAYNEJOH**001** *In the case of short last names. Since the login needs 5 letters for the last name, if the person has a 2, 3 or 4 letter last name, then spaces must be 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). * *If you have notified the school of a name change, whether it is first or last, your log in **will** change. Please contact the school for your new log in.*	
I forgot my password….	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 did not enter your e-mail address, you will need to go to your child's campus and have them print out a new Family Access information sheet. **You must show a picture ID to receive the information.**	

Can I change my Log-in or Password? *Can I change my e-mail?*	Yes, you can now change your log-in and/or password. Once you log-in, click the "Account Info" button on the tool bar at top of the screen. Click the appropriate button. [Change My Login] [Change My Password] You can update your e-mail address also by clicking "Account Info" and then "Change My E-mail" [Change My Email]
I can only see one of my children when I log in….	Go to the Family Access Coordinator or the attendance clerk at the campus of the student who you are not able to see in the system. Show them your login and they should be able to combine your information so that you can see all of your children when you log in.
I do not have access… or My access is denied…	Go to the school and contact the campus administration to see if there is a reason that the access was denied. If you have more than one student and they attend different campuses, you will need to contact each campus. If there is not a reason, or you resolve the reason that access was denied, the campus attendance clerk will be instructed by the campus administration to grant the access.

You have log-in but no password or you did not receive a log-in and password on a printed sheet…	Go to the school and contact the Family Access Coordinator and they will provide you with a log-in and password. **You must show a picture ID to receive the information.**
"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."	Contact the Family Access Coordinator and have them log in as you from their computer. If they can see the grade assignments, then the problem is **not** with our system. You may need to check your internet browser settings so see if it allows pop ups. You also may need to contact your Internet Service Provider for additional help.
"I cannot see the buttons for changing my login, password or updating my e-mail."	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.
"There is no LOG OUT button on the screen."	The "Log Out" button is on the upper right corner of the web 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 operation system software support department for additional help.

"I cannot see the term averages in the grade book for my Shannon Learning Center student."	The Shannon Center is set up on quarter terms instead of 6 week terms. Press the ALL button on the grade book screen. You should now see all of the classes for your student. Locate the semester average and double click on the underlined number. This should take you the screen to view assignments.
What if a Webspeed error screen appears instead of the login screen?	This typically indicates the program you are trying to use is temporarily unavailable due to any number of reasons (e.g., routine system maintenance or unexpected problems). If this happens during normal district working hours it is usually rectified in less than 30 minutes. Outside of normal district working hours it may take longer. Use the refresh functionality of your Web browser periodically until the login screen does appear.
How do I only view attendance/assignments/messages on the calendar?	While in the calendar view you can uncheck the items you want to hide from your view. The check boxes are located at the bottom of the screen below the calendar. To view only attendance, you would uncheck Show MC-Messages and Show Gradebook Assignments. See the example below. ☑ Show Absences/Tardies ☐ Show Gradebook Assignments (Grade Earned) ☐ Show MC-Messages

If this information does not solve your problem, please contact your child's campus. Ask for the Family Access Coordinator.