

Eanes ISD Family Access Frequently Asked Questions

Getting Started/ General Account Information

Family Access	General Information
<i>What is Family Access?</i>	<p>Family Access is a web-based service that allows parents/guardians to view school-related information on their students from home or work. Information available online includes:</p> <ul style="list-style-type: none"> ○ Student demographic and emergency information ○ Attendance records by date and type of absence ○ Schedules ○ Assignment grades and course averages ○ Progress reports and grades ○ School lunch account information
<i>Information Source and Security</i>	<p>The information in Family Access is 'real time' based on data in the district's Skyward Student Information Management System.™ However, remember that grades are 'fluid', and change daily/weekly as the teachers add assignments and grades to the system.</p> <p>Family Access is password and user name protected. PLEASE KEEP YOUR PASSWORD AND USER NAME CONFIDENTIAL. In addition, Eanes ISD has implemented strong encryption technology (SSL) that protects all data transmitted between your web browser and our web server. This is the same encryption system used by sites that accept credit cards numbers and other personal data that must be secure.</p>
<i>Internet Browser Requirements</i>	<p>Internet access from an Internet Service Provider (ISP), such as a dial-up or cable internet provider is required. Eanes ISD does not provide internet access for home use.</p> <p>For systems with Windows® 98/MT2000/XP, Internet Explorer® 5.5+ is required to use the Family Access system.</p>
<i>Will a Family Access account cost me money?</i>	<p>Family Access is provided as a free service of Eanes ISD. There is no additional fee required in order to utilize the service.</p>
<i>How do I get a Family Access account?</i>	<p>Click HERE for the application form to be filled out and returned in person or via fax to your child's campus.</p>
<i>I have children at three different campuses. Do I need to fill out a Family access form for each campus?</i>	<p>No, one Family Access user ID and password will provide you access to all your students, no matter what campus they attend. One application will get you access to all your children.</p>
<i>URL (Web) Address</i>	<p>The URL (or Web Address) for Eanes ISD Family Access is: https://skyweb.Eanes.k12.tx.us/scripts/cgiip.exe/WService=wsStu/fwemnu01.w A link to Family Access can also be found on the all campus' main web pages as well as the EISD main web page.</p>

After receiving your Family Access account, below are answers to questions you might have.

Family Access	Frequently Asked Questions
<i>My login or password doesn't work</i>	<p>*Most of the time, when the log-in or password doesn't work, it is because it is difficult to recognize the difference between l (Larry) or l (ice) or the number 1 or O (orange) or zero in a User ID.</p> <p>Please note that you have the ability to change your User ID and password in the Family Access system after you have successfully logged in the first time. We encourage you to change the User ID and password to something easier for you to remember.</p> <p><i>*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></p>
<i>I forgot my password...</i>	<p>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 do not have an e-mail address in the system contact the Family Access campus contact at your child's campus and work with that person to get your e-mail setup.</p>
<i>I can not see all of my children when I log in....</i>	<p>Contact the Family Access contact at the campus of the student who you are not able to see in the system. Tell them your Family Access User ID and the student(s) who is missing from your Family Access account. They should be able to combine your information so that you can see all of your children when you log-in.</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>Each individual campus makes the decision about how much Grading information they show through Family Access. If your student's campus has chosen to show assignments, contact the Family Access contact and have that person log-in as you from their computer. If they can see the grade assignments, then the problem is not with the Family Access system or your Family Access account. 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.</p>
<i>I cannot see the buttons for changing my password or updating my e-mail.</i>	<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 (e.g. 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>
<i>How can I get my new e-mail updated in the Family Access system?</i>	<p>Access click on the "Account Info" button in the top right. You'll be able to change your e-mail address at this point.</p>
<i>Are all Eanes ISD campuses on Family Access?</i>	<p>Yes, each school provides Family access as a service to parents and guardians, but the information provided by each school will vary depending on the age of the student and the type of information available.</p>
<i>Can other people see my child's personal information on Family Access?</i>	<p>Family Access is password protected and uses SSL . Your child's information is only available to authorized parents or guardians that are associated with your child's student records in our administrative system. Please safeguard your logon information as this would be another way to secure your information.</p>
<i>My secondary child received a Student Access account last Spring. Do I need a Parent Family Access account since she has a Student Access account? What is the difference between the two accounts?</i>	<p>Last Spring the High School students were given the ability to enter course requests for the 07-08 school year through their Student Access account. This school year the middle schools will have Student Access for their course selections. What students can see through their accounts will be similar to what parents can see, but it will not be exactly the same. Although all secondary students will have Student Access accounts this school year, parents should also apply for a separate account. Parents will have access to information that students will not have access to through Family Access.</p>

<i>Will my elementary student have a Student Access account?</i>	Only secondary level students will have Student Access accounts at some point in the 2007-2008 school year. Elementary students will not be assigned Student Access accounts this year.
<i>I received a Family Access Account and password last year. Do I have to apply for a new account every school year?</i>	No. Once you have an active account it remains active into the next school years until you no longer have students attending an Eanes ISD campus.
<i>My child is now going to a different campus from what he/she attended last year. Do I need to apply for a new Family Access Account at the new campus?</i>	No. Your account is assigned to you and is not associated with a particular campus. Your active Family Access account is good at all campuses within Eanes ISD, even if your child changes or is promoted to a new campus.
<i>I have a new Kindergarten student this year. Do I need to fill out a new Family Access application so that child is added to our Family Access account?</i>	No. Your Family Access account is active for all children, even new Kindergarteners, who attend Eanes ISD. Your new child will be added to your active Family Access account without you having to request that they be added.

If you have further questions or need other assistance regarding the Family Access program please contact your child's Family Access Campus Contact via phone, fax (area code 512) or e-mail at:

Campus:	E-mail:	Phone:	Fax:
Eanes Elementary:	eefamilyaccess@eanes.k12.tx.us	732-9100	732-9109
Barton Creek Elementary:	bcefamilyaccess@eanes.k12.tx.us	732-9180	732-9189
Bridge Point Elementary:	bpefamilyaccess@eanes.k12.tx.us	732-9200	732-9209
Cedar Creek Elementary:	ccefamilyaccess@eanes.k12.tx.us	732-9120	732-9129
Forest Trail Elementary:	ftfamilyaccess@eanes.k12.tx.us	732-9160	732-9169
Valley View Elementary:	vvefamilyaccess@eanes.k12.tx.us	732-9140	732-9149
Hill Country Middle School:	hcmsfamilyaccess@eanes.k12.tx.us	732-9220	732-9229
West Ridge Middle School:	wrmfamilyaccess@eanes.k12.tx.us	732-9240	732-9249
Westlake High School:	whsfamilyaccess@eanes.k12.tx.us	732-9280	732-9296