

BISD Skyward Frequently Asked Questions

Q: Does Family Access cost money or is there a fee that I have to pay?

A: Family Access is provided free as a service by Breckenridge ISD.

Q: Exactly, what information will I have access to?

A: You will have access to the following:

A detailed calendar provides options to view any excused or unexcused absences in detail from the convenience of a parents/guardians home or work. Teacher provided e-mail links allow for easier communication between parents and teacher.

Class lists, 3-week, 6-Week and semester grades in the convenience of a single location.

In addition, the Grade Comment Screen allows parents to view teacher comments.

All existing student demographic and emergency information can be easily viewed by parents/guardians and changes requested if corrections are necessary.

Immunization records that can be printed out and used for your family physician or college admission.

Q: When can I sign up?

A: Staff members will also be available during scheduled Open House and Parent-Teacher Conferences. You can print the enrollment form out off of this website and turn into your child's school office anytime throughout the year.

Q: Why do I pick up my password and user name at the School?

A: For security and confidentiality reasons, we are requesting that all parents and guardians pick up their password and username at a central location. Username and passwords sent home with students, despite our best intentions, are often misplaced or can become compromised. In addition, it is important we know that those parents responsible for educational decision making receive the right password and username. You will have to show identification when you pick up information.

Q: With all the talk about Internet safety and security, how do I know Family Access is safe?

A: Family Access will use Secured Socket Layer (SSL) encryption as the security layer for data presented on the Web. This is the same encryption system used by sites that accept credit card numbers and other personal data that must be secure. 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 Family Access information.

Q: Can other people see my child's personal information on Family Access?

A: Family Access is password protected. As long as you keep your password safe it is highly unlikely that anyone else will be able to access or view your child's personal information.

Q: Can I create my own Username and Password.?

A: Yes, after initial signup you can change your information. The username is a combination of alpha/numeric characters associated with the name of the person listed in our records as the First Parent/Head of Household. The passwords are randomly generated.

Q: I can't get Family Access to work on my computer. What should I do?

A: Family Access is a Web-based product, so it should work on your computer like any other Web-based application. Family Access works best on the most recent version of your Web Browser. If you can't load the Family Access login screen, you should first check to make sure you have the right web site address, or URL. You can access the Family Access Web-site by going to:
<http://www.breckenridgeisd.org> and clicking on the Family Access Web link located under the Parent Information dropdown menu.

If you are still having problems call 559-9707 during school hours and a staff member will get back to you as soon as possible. Please note that the Breckenridge ISD can provide technical support via e-mail or telephone but does not support off-site technology or software applications. For computer or software problems, please consult your computer dealer or software vendor.

Q: I have a child at East Elementary, South Elementary, and the Jr./Sr. High School. Do I need a unique username and password for each child?

A: No, under most circumstances, one username and password will provide you with access to information for each child.

Q: I have forgotten my user name and/or lost my password, what should I do?

A: To ensure security and confidentiality, you will need to submit another Family Access Application and return it to the school office or if we have your email address, you can click on I forgot my password/Logon - on Logon screen. It will be emailed back to you.

Q. Do I have to reapply every year?

A: No - one you have applied you never have to apply again.

Please Note: By logging into Breckenridge ISD's Skyward Family Access, you are agreeing to the following guidelines

1. Parents/Guardians (except those barred by court order) may have access to their child's grades, attendance, schedules, and other information as offered by the school's student management software. Any site containing the above information must require the parent to log in with a secure (using 128-bit encryption) username and password.

2. A student's email address may be published to the secure portion of the site, which will be used only by school staff for communication purposes.

3. Usernames and passwords of new accounts will be distributed as selected on the previous page. Usernames and passwords will not be shared over the phone.
4. Each user is responsible for their individual login information and should take all reasonable precautions to prevent others from being able to use their account. This includes, but is not limited to, regularly changing the account password and not sharing the password with others. Users shall notify their teacher or building administrator immediately if a possible security problem had been identified.
5. Campus principals shall set guidelines for timely entry of grades, teacher notes, and attendance, and further expect that the BISD staff will follow these guidelines.

Disclaimer – Although extreme precautions and measures (both technical and procedural) have been implemented to prohibit unauthorized access to your child's information, Breckenridge ISD, its employees and agents, make no warranties of any kind, neither expressed nor implied, concerning the access it is providing. Furthermore, BISD may not be held liable for:

- a. The accuracy, nature, or quality of information posted on the Skyward Family Access website.
- b. Any delays or interruptions in service of Skyward Family Access.
- c. Unauthorized access to student information on Skyward Family Access.