

Frequently Asked Questions Concerning Family Access

1. How do I obtain an account?

Visit http://www.dripping-springs.txed.net/Skyward/fa_orientation.html (Family Access Orientation site) for application instructions.

2. Do I have to apply each year, or is my login information good forever? Do I have to submit an application for each of my children?

Your username and password are good forever. If you have children on other campuses, you do not need another username and do not have to reapply to access data for those children.

3. Why do my spouse and I both need a login and password?

Security and a sign-in log are maintained by Family Access.

4. Do I need a different password if I have students on different campuses?

No. Your username and password will allow access to information about all of your students.

5. I have children at more than one campus. I can see my child at the Middle School, but I can't see the information regarding my children on other campuses.

Check the drop-down menu at the upper left of the screen. If any student's name is missing, please notify the campus contact.

6. I have forgotten my password and/or username. How do I get another one?

Call or email the campus contact.

7. My login and password are not working today. I just used them yesterday, and I logged into the program with no problems.

- Check your Internet connection.
- Occasionally, Family Access will be down for upgrades. See <http://www.dripping-springs.txed.net/skywardstatus> for system status information.
- Multiple failed login attempts will cause the account to lock, and you will need to call the campus contact to get it unlocked.

8. Will the system work with all web browsers?

Minimum system requirements can be found at the following site:
<http://www.dripping-springs.txed.net/Skyward/sysreq.html>

9. Where can we use this system if we do not have Internet access at home or work?

Public library/School library

10. Is the system secure?

The system uses SSL encryption, a common method of securing online commercial transactions. The district and our ISP have multiple firewalls.

10. How often do the teachers update their grade books?

Grading entry requirements are a campus/department decision. Grading timelines will vary by subject, grade level, and type of assignment. We ask that the parents be understanding but also that our teachers be responsible.

11. What do I do if the demographic information in Family Access is incorrect?

Call or email the campus contact.

12. Who is the contact at my student's campus?

Campus contacts can be reached at the following numbers:

- Dripping Springs Elementary: 858-3702
- Walnut Springs Elementary: 858-3802
- Rooster Springs Elementary: 465-6202
- Dripping Springs Middle School: 858-3402
- Dripping Springs High School: 858-3102