



Mt. Vernon Township High School

Skyward's Family Access

Information

Skyward's Family Access

Mt. Vernon Township High School is welcoming parents and families to our educational team. The high school has implemented a new web-based service that allows parents and/or guardian(s) to view a student's attendance records, schedules, grades, etc. with a simple point and click.

Live data views are made possible through the student information system Skyward PaC Family Access™. Your data connection is secured by a unique user name and password to ensure security and privacy. A user name and password are mailed to parents and/or guardians at the beginning of each school year via USPS.

General Information

What is Family Access?

Mt. Vernon Township High School dedicates this site to those parents and guardians who want to be even more involved with their son's/daughter's education. With the Skyward's Family Access™ web program, you now have the capability to review your son's/daughter(s) progress with just a "Point and Click" from the comfort of your home or office computer.

Parents and/or guardians now have access to your student's attendance, schedule, discipline records, grades, food service balance and history, and demographic information. You may also review your log-on history via the web.

There is no need to wait until parent-teacher conferences; with this up-to-the-minute information you can be a more proactive member of the educational team. Staff e-mail addresses are provided on the student's schedule area of Family Access for your convenience if you have a question.

We welcome you to Family Access, and hope you will find this application an important part of your ongoing relationship with Mt. Vernon Township High School.

Information Source and Security

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.

Family Access is password and user name protected. Please keep your password and user name confidential.

Internet Browser Requirements

Internet access from an Internet Service Provider (ISP), such as a dial-up or cable Internet provider, is required. Mt. Vernon Township High School does not provide Internet access for home use.

For systems with Windows® 98/NT/2000/XP, Internet Explorer® 5.5+ is required to use the Family Access system.

Logging In

To access Skyward's Family Access™ a parent and/or guardian(s) must have Internet Access and be running the newest version of Internet Explorer or Netscape Navigator.

User name & Password

A Username and Password is required to use Family Access. A user name and password are mailed to parent and/or guardian(s) at the beginning of each school year via USPS. If you do not have a district-issued user name and/or password, please follow the directions below.

How to obtain a user name and password

If you are a parent and/or guardian and would like to use this tool, you may pick up a ***User name and Password Request Form*** in the Main Office, Guidance Office, Attendance Office or CTE Office. Or you can click on the link below to bring up a copy of the ***User name and Password Request Form*** that you can print, complete, and turn in to Ms. Christine Thomas in the CTE Office (F101).

You will only need to complete one form per family. One Family Access account can view records for all children attending Mt. Vernon Township High School for whom you are a parent and/or guardian.

Your **User name and Password Request Form** will be processed in the order which it was received. Please allow three (3) to five (5) days after your application has been submitted for your account information to be sent via USPS, e-mail or given out in person after verifying student information.

Your new user name and password should work flawlessly, and in the event you have a problem, you can e-mail the Family Access Help Desk at familyaccess@roe25.com. A member of the Help Desk will reply to your request as soon as possible.

User name and Password Request Form

Note -- Family Access will be unavailable annually for all users between June and August for system updates and scheduling.

Follow these steps to Log-in to the Family Access system.

1. Open your Web Browser (Internet Explorer).
2. Go to the Mt. Vernon Township High School web page. (<http://www.mvths.org/>)
3. Select the Parent Tab.
4. Select "Family Access" in the left hand navigation.
5. Click the link to Family Access Log-In.
6. Type your unique User Name.
7. Type your password.
8. Click the Login button.

Navigating Field/Links

Once you have entered your login and password, you will see information pertaining to the first child in Family Access. Name, address, homeroom teacher, campus, family and emergency contact information are listed on this first page.

The initial page that appears is the Login History page. This is more of a security feature than anything else. It shows you the last time someone logged in and what they looked at. If you see anything unusual here, you should send an email to mabell@roe25.com.

You may choose from the menu at the left side of the screen to view information on your student's attendance, grades, schedule, report card, etc.

If you have more than one student at Mt. Vernon Township High School there is a drop-down menu located in the top left corner, to choose another student. The students will be listed in alphabetical order by first name. If you want to change your login or password in Family

Access, you may click on the button that says Account Info at the top right of the screen and choose the option you desire to change.

Once you log in, the program will prompt you for an email address. By putting in the email address, you are able to email the teachers directly via the links. It will also ask you for the password again (remember it is case-sensitive). The emails can be specific for each parent, so both parents can enter emails.

On the left portion of the screen you will see a listing: Login History, Attendance, Schedule, Grades, Student Information, Messages and Family Access Help.

Attendance – You will see a information regarding your son's/daughter's attendance. Behind the scenes, various notes about the absences have been added – sick/headache, AM Appt, returned at what time or when they left for an appointment, etc.

Schedule – This is your son/daughter's schedule listing where they are at any given time during the day. It will also direct link you to each of their teachers.

Grading – When you click on grading, you will see green note pads next to the classes. By clicking on these note pads, you will see categories such as assignments, tests, homework, quizzes, projects, etc. or whatever that teacher has entered to be graded for each class. Also, in the lower right hand corner, you will see your son/daughter's "real time" grade. Please keep in mind a slight time factor. If your daughter or son hands in a project/paper or takes a test, please remember to give the faculty member time to grade it. Also, there may be a slight delay in regards to when the teacher puts in the grade and parents can view it. In this screen you also have the ability to email teachers directly. In addition, this screen lists missing assignments, both by that teacher or from all of your child's teachers.

The next option, "Student Information" is the most important. If something is incorrect, please contact Mrs. Ramirez in the Main Office or Mrs. Payne in the Attendance Office right away so the database can be updated. Also, if there are any changes that take place (employer, phone numbers, etc.), please contact the Main Office. It is important that faculty/staff have the most current information in case they need to contact you.

Lastly, on the Messages tab, teachers and staff can post messages. For instance, a message may be posted when Report Cards will be available. Check this tab often for any important messages.

We hope that you will find Family Access to be user friendly and beneficial. If you have any questions or problems, please let us know.

Frequently Asked Questions

Question

Why should I use Family Access?

Answer

Family Access is a web-based tool designed to enhance parent/guardian and school communication. Your use of the Family Access website is voluntary.

Question

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

Answer

Family Access is provided as a free service of Mt. Vernon Township High School.

Question

Do you have a privacy policy?

Answer

Yes. On this web site, personal information about you is collected only when you supply it voluntarily by completing one of our forms. We make every reasonable effort possible to keep your personal information private. For instance, we do not share your personal information with any third parties, except in cases where you give us permission to do so. In accordance with the Family Education Rights and Privacy Act (FERPA), information is released to school district personnel as needed. We reserve the right, however, to disclose personal information if required to do so by law, or in good faith, believe that such action is reasonably necessary to protect the rights, property, or safety of the public.

Question

I can't get Family Access to work on my computer, what should I do?

Answer

Family Access is a web-based product, so it should work on your computer like any other web based application, such as Netscape or Internet Explorer. First, you should check to make sure you have the correct Family Access web site address, or URL. You can access the Family Access web portal from the "Parents" pull down tab on the Mount Vernon Township High School home page at: www.mvths.org.

Occasionally, the Family Access web server may be down for maintenance. Dates/times will be posted on Mount Vernon Township High School home page.

If you are still having problems, you can send an email to mabell@roe25.com. Please note Mt. Vernon Township High School does not support off-site technology or software applications; for computer or software problems please consult your computer dealer or software vendor.

Question

When I log on to Family Access, I lose my connection after three to five minutes. Why?

Answer

Family Access has a default security setting that will terminate your connection if your computer is idle for longer than three to five minutes. This feature is designed to protect against unauthorized access and cannot be changed.

Question

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

Answer

If you are a parent and/or guardian and would like to use this tool, you may pick up a ***User name and Password Request Form*** in the Main Office, Guidance Office, Attendance Office or CTE Office, or you can click on the link below to bring up a copy of the ***User name and Password Request Form***. This form can be printed and then returned to Ms. Christine Thomas in the CTE Office (F101). You will only need to complete one form per family. One Family Access account can view records for all children attending Mt. Vernon Township High School for whom you are a parent and/or guardian.

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User name and Password Request Form

Question

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

Answer

Family Access uses 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. The District's Family Access Administrator is responsible for setting security and access to student records, as determined by District procedure. 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.

Question

Can I get my high school student's transcript through Family Access?

Answer

Unfortunately, transcripts are not available through Family Access.

Help

For Further Assistance

If you have questions, please send an e-mail to familyaccess@roe25.com with your question and contact information.

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