

## Frequently Asked Questions



*What if I need to change my student's information during the school year?* Click on "Mark Online Enrollment Verification as not completed and make changes" to start the process. Click on the step where the changes need to be made and click the edit button at the bottom of the screen. Once you have made the necessary changes, click the "complete" button at the bottom of the screen. You will then need to go to the final step and click on "Submit Online Enrollment Verification" to complete the change process.

*How soon after a test/assignment due date will I be able to see my student's grade?* There is a ten school day window between when the test/assignment is due and when you may be able to view the grade on Family Access. There may be exceptions to this window when large assignments (term papers and projects) are due. *Please note* - if the date of an assignment has passed and there is no grade entered, it does not mean the assignment is missing. It will show in "Missing Assignments" when it is missing.

*Will students be able to see information about themselves?* Yes, they will. Students will receive their own login and password at school and be able to log into Student Access. Students do not see the Online Enrollment Verification tab. To complete Online Enrollment Verification the parent or guardian needs to log into Family Access.

*Why do the screens for my elementary school children look different?* The elementary schools do not use Family Access to the same extent as the secondary schools. The screens available to elementary parents/guardians are: *Home, Online Enrollment Verification, Calendar, Attendance, Busing, Student Info, Fee Management, Food Service, Portfolio, Skylert, and Health Info.*

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Wisconsin Rapids Public Schools  
Skyward Family Access Support  
715-424-6715, Ext. 1037



UserName: \_\_\_\_\_

Password: \_\_\_\_\_

## Welcome to WRPS Family Access!

Rev. 7/20/2023

Family Access is a web-based service that allows parents and those authorized to view lunch information, attendance records, schedules, assignments, report cards, discipline records, fees/fines, and progress reports quickly and efficiently on-line. Families can also update student address, phone, and other information; make online payments for lunch, fees/fines; enter absences; and take care of Online Enrollment Verification through the Family Access program.



**To start**, you will need your log in and password. If you do not have your log in/password information, see *What if I forget my password?* below. This is the same password that is used every year for the Online Enrollment Verification. The same log in and password will stay with your family until your youngest student graduates from high school.

- 1) Start your internet browser
- 2) Go to our district website - [www.wrps.org](http://www.wrps.org)
- 3) Click on "Parents" on the top toolbar, in the Links column choose "Family Access-Skyward" (or you can click on the Skyward icon at the top of the screen)
- 4) Enter your login and password

*What if I forget my password?* Go to the Family Access login screen and click on the blue, underlined Forgot your login or password? On the screen that pops up, type in the Email address that you submitted to the school district on your enrollment paperwork and click the "Submit" button. Our system will match up your email address and automatically email your login information back to you. If you do not receive an email back, most likely we do not have the same email address in our system that you submitted. In this case, contact your school office for your Family Access log in information.



*Can I change my password?* Yes. After you log in, simply click on the "Account Info" button on the top right of your screen. After clicking on the "Change My Password" box, fill in the information on the bottom of the pop-up box to change the password. Be sure to click the "Save" button to exit.

## Navigating the Site



Once you are in Family Access, click on the student's name in the drop-down box at the top of the screen. Now you may click on the various links on the left side of the screen.

- ◆ **Home:** Messages from your child's school or from the district will display here.
- ◆ **Online Enrollment Verification:** At the beginning of each school year you will be required to update your student's information in our system by using the Online Enrollment Verification process. This process will become available in early August and is expected to be completed by the time of your student's open house. A great deal of paperwork has been eliminated with this process. You can access a detailed brochure regarding this process on our district website under Parents, Registration/Enrollment, Online Enrollment Verification. 
- ◆ **Calendar:** Displays important school dates to remember. To add a note to the calendar, go to "Calendar Options." This can be used for reminders to bring certain materials to class, for example. 
- ◆ **Gradebook (only grades 6-12):** View your student's current grade in each class. You will be able to see detailed grade book information by clicking on the grade itself. (*Please note* – a \* showing in the grade column is not a 0.) There is also "Missing Assignments" information on this screen with detailed assignment information. (*Please note* – if the date of an assignment has passed and there is no grade entered, it does not mean the assignment is missing. It will show in Missing Assignments when it is missing.) Also found on the "Gradebook" screen is the GPA/Class Rank of your student. You can sign up for weekly grading notifications if your student's assignment or class grade percentage falls below a specified percent. Just click on "My Account" at the top of the screen. Enter your specifications under "Email Notifications" at the bottom of the screen. You may also sign up to automatically receive daily, weekly, or monthly progress reports on your student.
- ◆ **Attendance:** View your child's attendance record for the current school year. You can also click on "Enter Absent Request" to notify the office if your student is absent. 
- ◆ **Student Info:** Contains Student/Family and Emergency Contact information. You can also view your student's bus information here by clicking on "View Bus Schedule."
- ◆ **Busing:** View the bus route information for your students.
- ◆ **Schedule (only grades 6-12):** View the current year schedule for your student. By clicking on "Display Options" you can choose to view the current term or all the terms in the school year.

- ◆ **Discipline (only grades 6-12):** View disciplinary incidents that have been addressed for your student.
- ◆ **Fee Management:** View present and past fees or fines for your student, or to see what has been paid. You can make an online payment by clicking on "Make a Payment." The payment can include several students in one transaction. For more information on online payments, visit our district website and click on "Fee Management" under Parent Information in the Parents tab.
- ◆ **Food Service:** View your student's lunch information and make payments on their account.
- ◆ **Portfolio:** You can click on any link on this screen to view the specific report card listed in the link. You can also find test result information in this area. 
- ◆ **Skylert:** The school district or individual schools occasionally send out notifications via phone call, text message, or email. On the Skylert screen, you can control which notifications to receive and how you would like to receive them. For more information on Skylert, visit our district website and click on "Skylert Information" under Parent Information in the Parents tab.
- ◆ **Health Info:** If you have a diabetic student that is regularly treated at school, you can view their Diabetic Care Log in this tab.
- ◆ **Online Forms (only grades 6-12):** If your child will be participating in any sport throughout the school year you can complete necessary paperwork on Family Access. Click on the Online Forms button on the left side of the screen and complete the process for athletic participation. This does not complete your registration for the sport/club. Watch for sign up or meeting information at your school.
- ◆ **Conferences:** You may be asked to go into the Conferences tab and schedule an open house time slot at the beginning of the school year and then again to schedule a parent/teacher conference during the school year.
- ◆ **Academic History:** View prior year classes and grades that have been recorded in Skyward.