Skyward
Ridgewood Public Schools Student Information System

The Ridgewood Public Schools offers parents of our school community an information service called "Skyward Family Access". Family Access is a password-protected website that provides parents access to Schedules, Grades, Report Cards, Homework, Attendance, Classroom Messages, Food Service and Fee Management information. The information in Family Access will aid in ongoing communication between you and your child's teachers and promote student success. Any questions and problems should be sent to skywardhelp@ridgewood.k12.nj.us

Parent/Guardian Login Instructions

Each parent/guardian will have their own user account. ***DO NOT share a username/password with your child.*** Students in grades 6-12 have their own accounts through Student Access with different access than parents.

1. Open your Internet browser (Internet Explorer, Firefox, Safari, Chrome).
2. Go to the Ridgewood Public School website at http://www.ridgewood.k12.nj.us/ .
3. Click on Parents.
4. Click on Skyward Family Access.

5. FOR FIRST TIME USERS or IF YOU HAVE FORGOTTEN YOUR LOGIN/PASSWORD
   a. Click on **Forgot your Login/Password?**
   b. If this is your first time using Skyward enter the email address submitted during registration. If you are a returning user, enter the email address you have associated with your Skyward account.
   c. **Check your email** for a message from do.not.reply@ridgewood.k12.nj.us. View this email.
   d. Click on the **reset password link** in the email.
   e. Take note of your username next to Login.
   f. Set a new password. The password must be at least 6 characters long and include alphabetic, numeric and special characters (for example @#$!%^) .
   g. Click on **Submit** button.

6. Enter your Login ID and Password and Click on ***Sign In***.

1. At the top of the screen you can select to view all students in your family, or by clicking on the down-arrow you can select students individually.
2. Click on My Account to review and update your login and email information.
3. The middle portion of the HOME screen is referred to as the WALL. The Wall shows various warning and informational messages such as:
   - Class Messages that have been posted to Family/Student Access
   - Missing Email Address
   - Online Registration Status
   - Ethnicity/Race Validation
   - Food Service Balance and Payments

4. Messages can be hidden or displayed based on your preferences set in Home Settings options. Click on the cog icon next to select options in Home Settings, Show All Hidden Messages, or Reset.
5. Modules that are specific to your child's school can be selected along the left hand side of the screen.
6. The right of the screen shows upcoming events on the calendar. The calendar can be opened by clicking on the word *Calendar* at the top of the list. Once in the calendar, several new options have been added such as the ability to view by Day, Week, or Month and the option to print the calendar in a calendar format or a listing.
7. For a limited time, families have the option to return to the original version of Family Access click on the Back to Prior Family Access link (last module on left hand side of the screen).
8. Please use the Exit button at the end of your session.

In order to maintain the communication between schools, parents and students, it is essential that you check Skyward regularly and that there are current email addresses and phone numbers in Skyward Family and Student Access. If your information changes, please take a few moments to update your Skyward information.

To change your email address, Click on **My Account** and enter new email address. Click **SAVE**.

To update/enter your student's email address
An email address is required for students to retrieve Student Access login/password information, as well as to receive messages from principals and teachers. Parents can initialize their students' email addresses through Skyward Family Access
1. Select **Student Info** from menu on left
2. Click on **Request Changes for *student name*** for student to update. This is to the right of the screen for each child
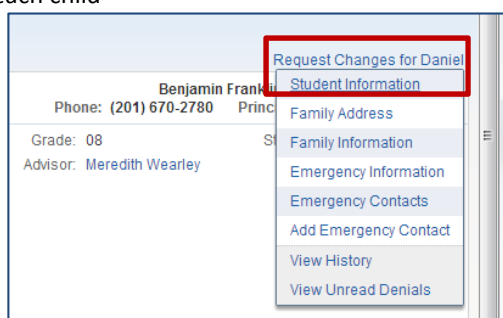
.
3. Select **Student Information**
4. In the Home Email field, enter the **student's** email address for home. Click **SAVE**.

To change Telephone numbers
1. Select **Student Info** from menu on left
2. Click on **Request Changes for *student name***. This is to the right of the screen for each child
3. Select **Family Information**
4. Update any phone number and click **SAVE**.

To update Emergency contacts
1. Select **Student Info** from menu on left
2. Click on **Request Changes for *student name***. This is to the right of the screen for each child
3. Select **Emergency Contacts** to change information for an existing contact or to delete a contact
4. Select **Change Emergency Contact Order** to change the order of the contacts
5. Select **Add Emergency Contacts** to add a new contact

To update/change Student Name or Address

Changes to student's name and address require you to present proof of legal name and proof of residency to your student's school.

Checking Food Service and Fee Balances

Login to Skyward Family Access. Select **Food Service** or **Fee Management** on the left of your screen. You can view all students' balances on one screen or you may select each of your student's names in turn (from the drop-down menu at the top of your screen). Each of your students has his/her own separate account, so each student's account balance, charges, and payments are unique.

All questions and problems should be sent to skywardhelp@ridgewood.k12.nj.us

Making Payments for Fees, Fines, or Food Service

As a convenience to parents, Ridgewood Public Schools provides an easy way to make online payments for Fees and Food Service through Skyward Family Access. Payments can be made from any computer 24/7 using a Discover, VISA or MasterCard debit or credit card. We have contracted with RevTrak, a national credit card payment processor, to provide a secure site for making payments. There is NO CONVENIENCE FEE for making an online payment. Payments may also be made by check made payable to Ridgewood Board of Education and submitted to the student's school.

Steps for making online payments:

1. Logon to Skyward Family Access. (Skyward Family Access can be found on our website under Parents. If you have forgotten your logon and password and you have a valid email address in our Skyward system, you can select Forgot Login/Password link on the logon screen to receive a reset link.)
2. Click either the **Food Service** or **Fee Management** links on the left panel. When the window opens click on the **Make a Payment** link**.**

3. Select **Update Payment Amount** for next to the type of payment .

When selecting <u>Food Service:</u>

Review balances > Enter **Payment Amount** > Select **Update Cart**

When selecting Fee Management:

> **Note:** *If your child participates in at least one activity during the year, you are required to pay an Activity fee. Fees are capped at $100 for Middle School students and $150 for High School Students. So if your child participates in one or more activities you will only pay one fee for the year.*

A. Click on the **Add** button on the bottom to add current year fees for payment

B. Check the **Pay Charge** box next to the fees you will pay in this transaction on the top portion of the screen

C. Select **Update Cart** to return to the Single Point of Entry screen and review charges.
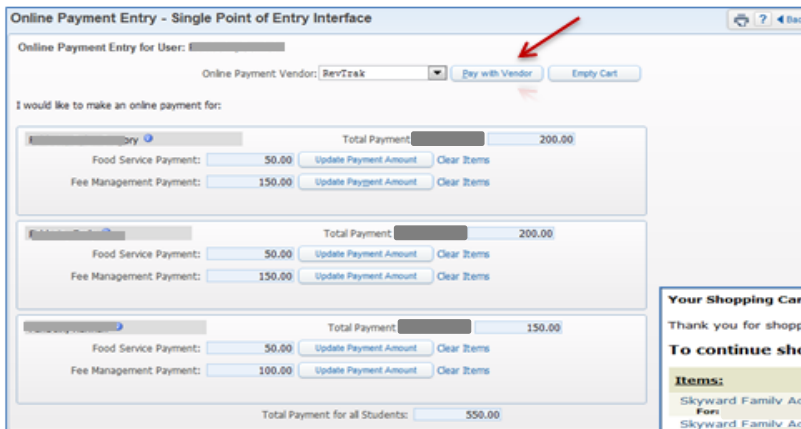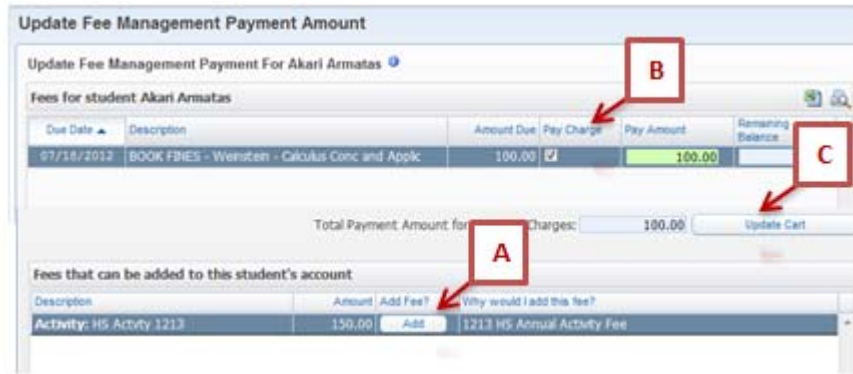
4. When you have completed the process for all students in your family, the total payment amount will be display at the bottom. Select **Pay with Vendor** when finished.

5. Your shopping cart will display. Review items and select Go to Checkout.

6. At checkout, enter your account login information (email address and password) or, if this is the first time making an online payment, create a RevTrak account by selecting *I am a new customer.*

7. Select *Sign in using our secure server* to continue and complete the transaction.

If you have forgotten your RevTrak password, select 'Forgot your password? Click here.' Enter the email address that you used when you initially created your RevTrak Account to receive a password reset link.

Making Payments by Check:

Payment may also be made by check payable to Ridgewood Board of Education and submitted to the student's school. Write your student's name, school, and "Foods" or "Fees" on the check, and deliver it to your child's school. You may submit one check payment to be allocated among several of your children's Food Service accounts. Please provide each student's full name, school, and the amount to be credited to his/her account.

All questions and problems should be sent to skywardhelp@ridgewood.k12.nj.us

All Middle and High School students have separate logins to *Skyward* (**Student Access**) from their parents (**Family Access**). Although both **Student** and **Family Access** are similar, they are not the same. Students and parents should use their own login information to access *Skyward* and *make sure home email addresses are current at all times*.
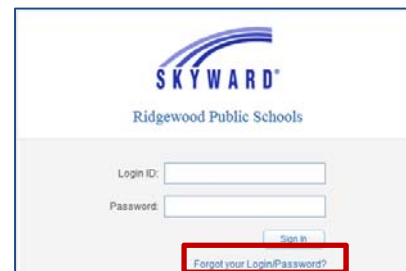
Through **Student Access**, students can view their own **Calendar**, **Student Information**, **Gradebook** assignments and grades, **Schedules**, **Food Service** activity, and **Message Center** (messages from faculty). Later in the year, students will have the ability to request courses for next year scheduling through **Student Access**. It is important for students to login to *Skyward* regularly to ensure assignments are current.

An email address is required for students to retrieve Student Access login/password information, as well as to receive messages from principals and teachers. Students can change their information by logging on to **Student Access** > **Account Info** > **Change My Password** or **Change my Email**.

1. Open your Internet browser (Chrome, Internet Explorer, Firefox, Safari).
2. Go to the Ridgewood Public School website at http://www.ridgewood.k12.nj.us/ .
3. Click on Students.
4. Click on Skyward Student Access.

5. FOR FIRST TIME USERS or
    IF YOU HAVE FORGOTTEN YOUR LOGIN/PASSWORD
    a. Click on "Forgot your Login/Password?"
    b. Enter the email address you have associated with your Skyward account.
    c. Check your email for a message from do.not.reply@ridgewood.k12.nj.us. View this email.
    d. Click on the reset password link in the email.
    e. Take note of your username next to Login.
    f. Set a new password. The password must be at least 6 characters long and include alphabetic, numeric and special characters (for example @#$!%^).
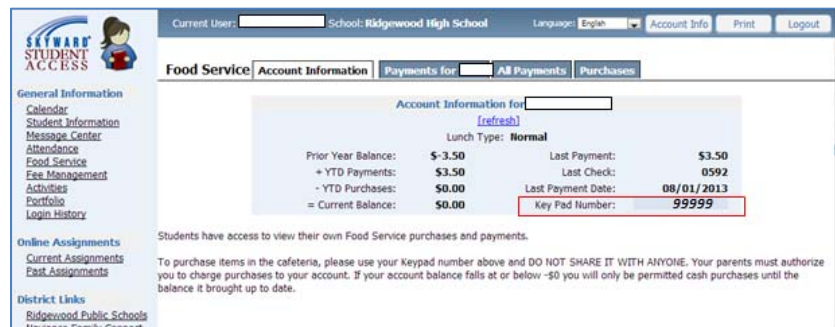   g. Click on Submit button.
6. Enter your Login ID and Password and Click on Sign In.

Middle School/ High School Food Service Key Pad Number

Students <u>must</u> use their own **Key Pad Number** when purchasing items in the cafeteria, even if they are paying cash. Key Pad Numbers can be found in either **Student** or **Family Access** > **Food Service** > **Account Information**. **DO NOT SHARE IT WITH ANYONE**. Parents must authorize students to charge purchases to food service accounts. *If students are authorized to charge and the account balance falls at or below -$0, students will only be permitted cash purchases*