



Skyward Family Access Frequently Asked Questions

TABLE OF CONTENTS

ABOUT

- [What is Family Access?](#)
- [How do I get Family Access?](#)
- [Who is eligible to have access to Family Access?](#)
- [How do I access Family Access?](#)
- [Who is able to make changes in Family Access?](#)
- [What happens if I have children located at different schools?](#)
- [Does my child have access to the same information?](#)
- [Can other people see my child's information?](#)
- [Why I should use Family Access?](#)
- [Is Family Access a Secure Web Site to use?](#)

ACCESS ISSUES

- [Having issues with logging into Family Access?](#)
- [Forgot your password?](#)
- [I clicked on the "Forgot your Login/Password?" link, but I am not getting an email.](#)
- [What if my child cannot login to Skyward?](#)
- [Why can't I see my child's schedule in Skyward?](#)
- [What if we don't have a computer at home?](#)

FEES and FOOD SERVICE

- [How can I add money to my child's food account and pay their student fees?](#)
- [What do I do if I notice a charge on my child's account that is not valid?](#)
- [How do I handle a request for food account fee transfer or refund?](#)
- [Why do I have to pay a Chromebook fee each year?](#)
- [Do I have to pay a Chromebook fee if my child has a laptop that they can bring to school?](#)
- [What if I am having trouble with my RevTrak Login?](#)

INFORMATION UPDATES

- [We moved to a new place in Ridgewood. How do I update our address?](#)
- [How do I update my child's information for the new school year?](#)
- [What do I do if my Email Address, Phone number or Family / Medical / Emergency information changes after the Annual Update?](#)
- [Am I able to update my child's information on my mobile device?](#)

ABOUT

What is Family Access?

Family access is an online information resource made available 24/7 to every family in the Ridgewood Public School District. This resource provides you with the ability to:

- view/update demographic and emergency contact information
- view student Courses / Class Schedule (Grades 6 - 12)
- view student Grades (Grades 6 - 12)
- view student Homework assignments (Grades 6 - 12)
- view and maintain Food Service activity and balances (Grades 6 - 12)
- pay activity and Chromebook fees (Grades 6 - 12)
- view student Attendance (Grades 9 - 12)

It is also important to note that Skyward is the district's primary mode of communication with parents, so **we must have up-to-date email and phone numbers in the system at all times**, especially for emergency situations.

How do I get Family Access?

Parents/guardians receive their Family Access login names and passwords when they register their child.

Do not share your account access with the child. Students in grades 6 - 12 will receive their Student Access usernames and passwords when they receive their Chromebook. For more information the Skyward Parent/Student Handbook, click [here](#). If you have further questions, email skywardhelp@ridgewood.k12.nj.us.

Who is eligible to have access to Family Access?

Only authorized Legal Parents/Guardians of Ridgewood Public School students will be allowed access to Family Access. Any requests for changes to guardianship must be directed to your child's school.

How do I access Family Access?

There is a Quick Link on the District Home Page or you can click [here](#). There is also an Skyward app available for your mobile device. Be aware, the mobile app has less features than the web-based site. If you have a QR Reader on your cell phone, simply snap the related code from below to link to the app download.

From Amazon:



From Android:



From Apple:



From Windows:



Who is able to make changes in Family Access?

Only parents and guardians designated as the primary family (or Family 1) in Skyward are able to make changes to student information, and update Family 1 information. If you are registered as the second family in Skyward, you can update your own information, but will have read only access to online forms.

What happens if I have children located at different schools?

You only need one login and password to see all your children. You can see them all at once, or go to the top of the family access page and select an individual child from the drop-down. If you are not seeing all of your children in Skyward, please email [Skyward Help](#).

Does my child have access to the same information?

Every RPS student in Grades 6 - 12 has a logon and password to **Skyward Student Access**. Students can view their own schedules and grades, and are encouraged to review their assignments on a regular basis. They can also view Food Service, Fees, and Locker information. They are not able to make changes to family demographic/emergency contact information. **You should not share your logon to Family Access with your child.**

Can other people see my child's information?

Each parent is only able to see their own children. When a family account is created, it is specific for each parent, and linked to all children in the family. No one else can see your child's information.

Why I should use Family Access?

Family access gives you access to your child's school information 24 hours a day, seven days a week. It also increases communication between home and school.

Is Family Access a Secure Web Site to use?

Family Access uses Secured Socket Layer (SSL). This is the same system used by sites that accept credit card numbers and other personal data that must be secure. RPS manages Skyward's extensive security functionality within the program, which controls data accessibility. Through the security access assigned to them, each individual (student, parent, or staff member) is given a unique username and password to gain access to specific areas and pages within the program.

ACCESS ISSUES

Having issues with logging into Family Access?

You can access Family Access by clicking [here](#). 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, Google Chrome, Firefox and Internet Explorer are recommended, but it also works in Safari.

Skyward Web applications require that you create a pop-up blocker exception for your Skyward Web link or disable the Web browser's pop-up feature.

Forgot your password?

You can retrieve your Skyward login ID and reset your own Skyward password at any time by following

directions listed [here](#). If you no longer have access to that email address and need it updated on your Skyward record, please email [Skyward Help](#).

I clicked on the “Forgot your Login/Password?” link, but I am not getting an email.

Ensure that pop-ups are enabled and check your email Spam folder to see if your computer’s firewall is blocking the email. If the email is not in the Spam folder, please contact your child’s school or email [Skyward Help](#) to verify that your correct email address is on record in Skyward.

What if my child cannot login to Skyward?

Students can retrieve their Skyward login and reset their own Skyward password by visiting the IT Department in their school building.

Why can’t I see my child’s schedule in Skyward?

If you are unable to see your child’s schedule, they either have not yet been released for the new school year, or you have not fully completed the student information update.

What if we don’t have a computer at home?

In addition to a home computer, Skyward can be accessed from your smartphone, tablet or any public computer (such as the Ridgewood Public Library). If you use a public computer, please be certain to not save your password and close all windows when you are done accessing Skyward.

FEES and FOOD SERVICE

How can I add money to my child’s food account and pay their student fees?

For information on Fee Management and Food Service, [click here](#). For step by step directions for making fees and food payments in Skyward, [click here](#).

What do I do if I notice a charge on my child’s account that is not valid?

For questions about **activity fees**, please contact your child’s school. For questions about **food charges**, please email our Pomptonian representative at mdichiara@ridgewood.k12.nj.us. Please note that ignoring a fee does not make it go away. Any fees accumulated from year to year must be paid in a timely manner and all outstanding fees must be settled prior to graduation.

How do I handle a request for food account fee transfer or refund?

Requests for Food Service and/or Fee transfers or refunds should be directed to Joann Khoury-Frias in our Business Administration Department by emailing jfrias@ridgewood.k12.nj.us.

Why do I have to pay a Chromebook fee each year?

The mandatory \$30 Chromebook fee must be paid for all students in grades 6 - 12 annually to cover repair costs for their Chromebook. If your child needs their Chromebook repaired, they simply bring the device to their school’s IT Technician, who will either fix the issue right away or issue them a loaner while

their Chromebook is being repaired. For more information, please refer to the [Chromebook Policy Procedure and Information Handbook](#).

Do I have to pay a Chromebook fee if my child has a laptop that they can bring to school?

All RPS students in grades 6 - 12 are expected to use Chromebooks at school to allow teachers to plan for uniform instruction. They are also used for required State Assessments.

What if I am having trouble with my RevTrak Login?

If you are having an issue with your RevTrak password not working, first attempt to reset your password by clicking on the "Forgot Password?" link. If are still having problems, you can either click on the "Contact Us" link on the Food or Fee Payment page or call RevTrak customer service at 1-888-847-9885.

INFORMATION UPDATES

We moved to a new place in Ridgewood. How do I update our address?

You must contact your child's school directly with all changes of address. [Click here](#) for the Proof of Residency Documentation Checklist that will demonstrate that the address given is your permanent home.

How do I update my child's information for the new school year?

RPS conducts a district-wide Annual Information Update each August. The update must be completed for each child enrolled in a Ridgewood Public School at the start of each school year. For detailed instructions, including how to make changes to existing information, [click here](#).

What do I do if my Email Address, Phone number or Family / Medical / Emergency information changes after the Annual Update?

You can update your phone, email and family information at any time, however, please notify **your child's school immediately** as certain information, such as change of address or name, which requires documentation and approval by school personnel. The school nurse should be contacted immediately with any changes regarding medical information or conditions.

Am I able to update my child's information on the RPS mobile app?

Unfortunately at this time you cannot complete any information updates on the RPS mobile application.