



## Snoqualmie Valley School District Family Access Frequently Asked Questions



### **Q – Why should I use Family Access?**

**A –** Family Access is a web based tool designed to enhance parent/guardian and school communication. Family Access provides parents with near real time information on many important areas of their student's education including attendance, schedules and grades. Your use of the Family Access website is voluntary.

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

**A –** Family Access is provided free as a service of the Snoqualmie Valley School District.

### **Q – Why do I pick up my password and user name at my child's school?**

**A –** For security reasons, we are requesting that all parents and guardians pick up their password and user name at their child's school. Passwords sent home with students, despite our best intentions, are often misplaced or can become compromised. In addition, it is important we know that those parents responsible for educational decision making receive the right password and user name. If school staff doesn't yet know you, you may have to show identification. Usernames and passwords will not be given over the phone.

### **Q – Can my student pick up my password?**

**A –** No. Parents and students have different passwords because they have different levels of access. We want to ensure that your password goes to you directly and is not compromised by giving it to a third party.

### **Q – Can/should I share my password with my student?**

**A –** No. Parents and students have different passwords because they have different levels of access. Your student can pick up their own password from the school office.

### **Q – Can other people see my child's personal information on Family Access?**

**A –** Family Access is password protected. As long as you keep your password safe it is highly unlikely that anyone else will be able to access or view your child's personal information.

### **Q – Is Family Access on a secured site?**

**A –** Yes. 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. 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.

### **Q – Can I create my own Username and Password?**

**A –** No, the username is a combination of alpha/numeric characters associated with the name of the person listed in our records as Guardian #1 and/or Guardian #2. The passwords are randomly generated but may be changed by you once you initially log onto the site. Be sure to keep this logon information in a secure place.

### **Q – Can I update my student's information on Family Access?**

**A –** Yes. The primary guardian can view the information, request an update, or update the information online.

### **Q – Are the grades that I see online current?**

**A –** There are many factors that determine how soon a teacher can assess and return assignments. Essays and research papers take longer to grade than a quiz or daily work. We urge parents to be patient as teachers do their best to return assignments and make grade information available as promptly as their schedule allows.

### **Q – When I log on to Family Access I lose my connection after three to five minutes. Why?**

**A –** 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 can not be changed.

### **Q – Can I get my high school student's transcript through Family Access?**

**A –** Unfortunately, transcripts are not available through Family Access. They may be acquired, however, from your child's counselor. Transcript records are retained for 100 years as per state law.