

## Getting Help

- ◆ The best source for help in logging on and navigating the site will be your son or daughter. All students (Grades 6-12) will be taught how to use Student Access. If you can click on links, you can use Family Access; it is really easy to learn. You can also email [familyaccess@wvsd208.org](mailto:familyaccess@wvsd208.org) for help or call Mary Ann Perri at 972-5909.

### Frequently Asked Questions:

#### **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 (other than appropriate staff) will be able to access child's personal information

#### **Q ~ What's the difference between Family Access and Student Access?**

A ~ Parents have 1 user name and password for all their children attending schools in the West Valley School District and also have access to the private information they have given the school district - phone numbers, emergency information, etc. Students using Student Access are only able to access their own personal grades and attendance records.

#### **Q ~ I can't get Family Access to work on my computer; what should I do?**

A ~ Since Family Access is web-based, it should work on your computer like any other web-based application. Supported Web Browsers are listed on the Login page. If you can't load the login screen, you should first check to make sure you have the right web site address. We have had NO problems with families being unable to access the site.

If you get an error message, please try again or see if it's one of the release weekends listed on the Family Access home page.

Some parents have experienced problems when they change from one student to another. If this happens, just close the web browser and begin again.

#### **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 cannot be changed.

#### **Q ~ Are all of WVSD's schools on Family Access?**

A ~ All 3rd grade - 12th grade teachers have their grades online. If families have students at multiple grade levels, they will be able to see attendance and personal information on all their children, but grades will only be available for 3rd-12th graders.

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

A ~ 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. District procedures determine security settings for access to student records for appropriate staff, students and families. Each individual must be given a login name and password and be designated as an appropriate viewer linked to a student in order to view student information.

#### **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 requested, however, from your child's school.

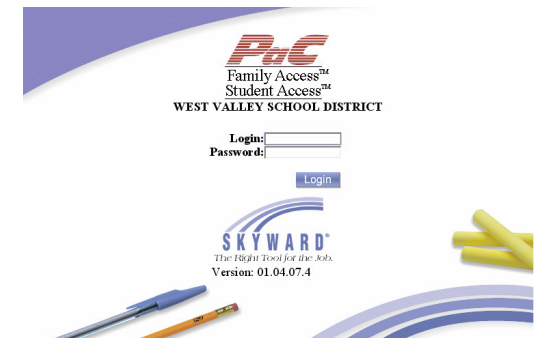
\*Family Access remains the property of West Valley Schools. West Valley Schools reserves the right to change, modify, revoke or suspend access at any time with or without notice for any unauthorized use.

# West Valley Schools

Using the Internet to help parents stay involved in their child's education!

*Introducing*

**FAMILY  
AND  
STUDENT  
ACCESS**



Revised 4/15/2009

## FAMILY ACCESS. . .

- ◆ Is a free, web-based tool parents can use to **view** grades and other information.
- ◆ Can be used from any PC (including Macs) connected to the Internet.
- ◆ Is available even when teachers and administrators are not. The web server is down for updating one weekend each month (dates listed on Family Access home page). Technical difficulties are rare.
- ◆ Is secure; parents may view only the student information for their household.
- ◆ Is easy to use. Simply click on the description for the information you would like to view.
- ◆ West Valley Schools will provide one account per household but may provide more if appropriate for that household.

### Part of what you'll be able to view :

- ◆ **Attendance:** Convenient calendar allowing parents to review absences at a glance.
- ◆ **Grading:** Grades already recorded for this school year and a link to teachers' online grade books.
- ◆ **Student Information:** Data the school has on record such as emergency phone numbers. In case changes need to be made, email links to the appropriate personnel are on the Family Access home page.
- ◆ **Grad Requirements, Test Scores and Educational Milestones:** This will give you up-to-date information on your student's progress for graduation.
- ◆ **Health Information:** Alerts and secondary sports physicals as well as vaccination records.

## Obtaining a Login Name and TEMPORARY Password

- ◆ **Parents or guardians of new students** will automatically be e-mailed or mailed a login name and a temporary password. This information will be issued to the parent listed as the primary guardian of the family. If there are 2 families for the student, the primary guardian of the second family will also be issued a login name and password. .
- ◆ Your assigned **login name** is an alphanumeric combination of the primary guardian's first and last names: smithjoh000
- ◆ You can keep your assigned **temporary password** or change it after you log in the first time.

If you want to know more or your last name is less than 5 letters: The login is the 1st 5 letters of the last name, first 3 letters of the first name and 000. If there are others in the district with the same name, the last 000 may be 001 or 002 or 003, etc. If the last name is less than 5 letters, the login name will have empty spaces to make up for the letters. For instance kim jar000 is a login name with 2 spaces to complete the last name.

- ◆ *If parental or guardianship information changes, please notify the registrar to update records so that login names and passwords can be changed appropriately.*

**How to Log on the First Time** Click on the Family/Student Access links provided on district and school web sites:

www.wvsd208.org  
hs.wvsd208.org  
jh.wvsd208.org  
ms.wvsd208.org  
ah.wvsd208.org/sitehome  
www.wvsd208.org/av/sitehome  
www.wvsd208.org/cw/sitehome  
www.wvsd208.org/mv/sitehome/  
www.wvsd208.org/sv/sitehome  
www.wvsd208.org/wh/sitehome/

When you click on the link, the West Valley Family/Student Access page will appear. Note the information provided there.

1. You can click either of the 2 bold links to get to the login page.
2. On the login page, type your login and password on the appropriate lines and click on the blue Login button.

### How to Change a Password or Update an email Address:

1. You may keep your temporary password, permanently or you are able to change that password to a password that is easy for you to remember.
2. **Password rules: 8 characters long, lower case only, and a combination of letters and numbers**
3. After logging in, look at the top of your screen—to the right you have Account Info, Print, and Logout. Click on Account Info.
4. Click on Change My Password, enter your new password as designated on the appropriate lines and your temporary password on the last line. Then click Save on the right-hand side.
5. Change your email address in the same way. Note that this email address is always attached to the primary guardian in your child's record.
6. If you forget your login and/or password and can't retrieve it via Family Access,

**Email:** familyaccess@wvsd208.org

**Family Access Coordinator:**

Mary Ann Perri 972-5909

**Registrars:**

High School: Lori Jones 972-5924

Junior High: Lisa Christianson 972-5822

Middle School: Kendra Goodpaster 972-5717  
or secretaries at elementary schools.