SKYWARD FAMILY ACCESS

A HOW-TO GUIDE FOR PARENTS

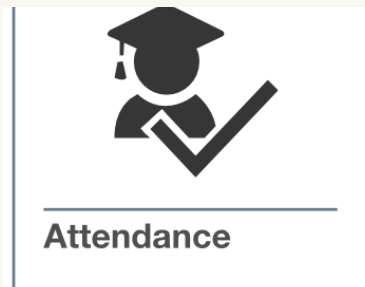# COMMON SKYWARD FAMILY ACCESS QUESTIONS

SKYWARD®

How do I download the Skyward mobile app?

Reset Password >
Skyward Login >

What if I forget my Family Access username or password?

Attendance
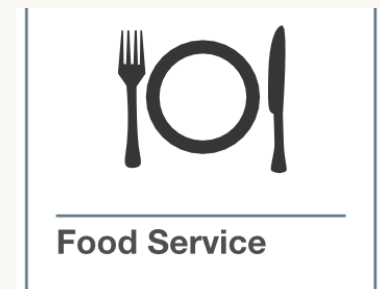
How do I make an online absence request?

A ▬▬
B ▬▬
C ▬

Grading
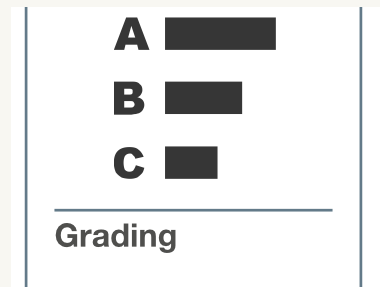
How can I see my student's grades?

$ Fees & Fee Payments

How do I pay my student's school fees?

Food Service

How do I add money to my student's lunch account?

HOW DO I USE THE SKYWARD MOBILE APP?

To access the upgraded mobile version of Skyward Family Access, you must connect with our district in the Skyward mobile app.

- Download **Skyward Mobile Access** from your phone's app store.

- Select **Add Another Account** on the app account dashboard.
- Search for **Deer Creek-Mackinaw Cusd 701.**
- Enter your existing **Username** and **Password**. The **Account Description** field can be completed with any word of your choice to identify the account (ex. "Family" or "DM")
- If you experience errors while setting up the app, please delete the app and reinstall it. You may also need to restart your phone.

Please remember that not all features are available within the mobile app, and some Skyward forms must be completed in a browser window.

HOW DO I RESET MY SKYWARD PASSWORD

If your account password is not working, use the reset tool under the green sign-in button, and be sure to check your junk/spam folder for the reset email. If you are unsuccessful using the reset tool, please contact your school for help.
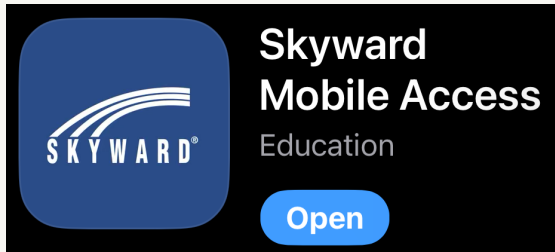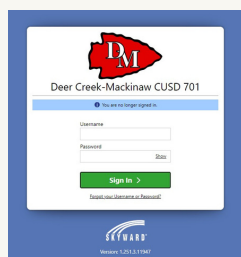

Deer Creek-Mackinaw CUSD 701
401 E. 5th Street
Mackinaw, IL 61755
phone: 309.359.4421
email to hpaddock@deemack.org

HOW DO I MAKE AN ONLINE ABSENCE REQUEST?

Log into Family Access. See above instructions or contact your school's office if you do not know your username and/or password.

- If you have multiple students, click on the student you wish to report the absence for at the top of the screen (the drop-down at the top if you're using the mobile app).
- Click on the **Attendance** tile
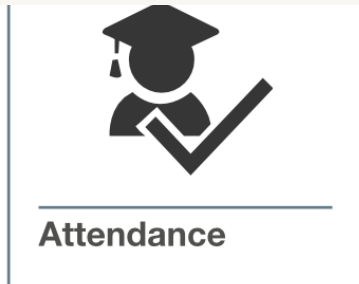
- Make sure you're on the **Absence Request** tab, next to the **Attendance Details** tab, click **Add Absence Request** at the very right, choose the appropriate reason, adding notes, and copying the request to multiple students, if needed.
- If you are requesting an absence for a family event or vacation, please be sure to fill out a Pre-Arranged Absence Form, which can be attached to your request. Click below to download the appropriate Pre-Arranged Absence form.
  - Primary Pre-Arranged Absence Form (K-3)
  - Intermediate Pre-Arranged Absence Form (4-6)
  - Junior High Pre-Arranged Absence Form (7-8)
  - High School Pre-Arranged Absence Form (9-12)
- A message will be sent to your office with the information and will be pending until it has been processed. You will receive an email notification when you send the request and also when the request has been processed.
- To check the status of your request, login and check for updates under **School Comment** in the **Absence Requests** tab.
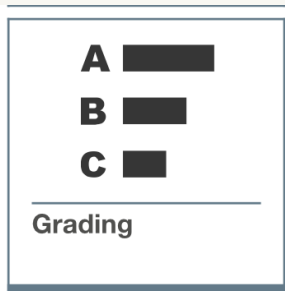
Watch this video to see it in action!

HOW DO I VIEW MY STUDENT'S GRADES?

Log into Family Access. See above instructions or contact your school's office if you do not know your username and/or password.

- Click on the **Grading** tile

- Select the **Grades** tab to see your student's current classes and associated grades.
- To see the assignments that make up that grade, click on it and a panel will come up with details.
- To contact the teacher for that class, click on the teacher name and then click on the email address.

Watch this video to see it in action!

- When report cards are released, you will click on the **Portfolio** tile and download the report that correlates with the current grading period.
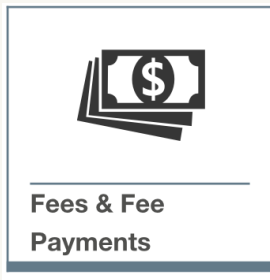
HOW DO I PAY MY STUDENT'S SCHOOL FEES?

Log into Family Access. See above instructions or contact your school's office if you do not know your username and/or password.

- Click on the Fees & Fee Payments Tile

  Fees & Fee Payments

- Under the **Fees** tab, you will see the total amounts charged, paid and waived and what amount is still due.
- Under the **Payments** tab, you will see any payments that have already been made.
- Click on the chain link and **Pay with RevTrak** in the top right corner to be directed to the Deer Creek-Mackinaw CUSD #701 RevTrak Web Store.
- Create a new RevTrak account, or log into your current RevTrak account and click on **Family Access.** Click on the **Family Access** button in the middle of the screen under D701 Food & Fees.
- Under **Skyward Fees** you will see a breakdown of amounts due. Choose **ADD TO CART** to add any fee that you would like to pay. Once you have made your choices, go to your cart and complete the checkout.

You can also reach Deer Creek-Mackinaw CUSD #701 RevTrak Web Store directly by clicking here.

HOW DO I ADD MONEY TO MY STUDENT'S LUNCH ACCOUNT?

Log into Family Access. See above instructions or contact your school's office if you do not know your username and/or password.

- Click on the Food Service Tile

- In this area you are able to see all payments made for school lunches, as well as all purchases that have been made by your student(s) and the current lunch account balance.
- To add money to lunch accounts, click on the chain link and **Pay with RevTrak** in the top right corner to be directed to the Deer Creek-Mackinaw CUSD #701 RevTrak Web Store.
- Create a new RevTrak account, or log into your current RevTrak account and click on **Family Access.** Click on the **Family Access** button in the middle of the screen under D701 Food & Fees.
- Under **Food Accounts** you will see the balance for your student(s) and the option to **MAKE ONE TIME PAYMENT**. Click to add any fee that you would like to pay. Once you have made your choices, go to your cart and complete the checkout.

You can also reach Deer Creek-Mackinaw CUSD #701 RevTrak Web Store directly by clicking here.

SKYWARD KNOWLEDGE HUB

For more information and how-to's, visit the Skyward Knowlege Hub. From your Family Access Account, click on **Knowledge Hub** From the pop-up menu, choose **Help Center**.