# How to Update Contact Information and
# Set Contact Preferences in Family Access – Skyward

Please follow the process below to make changes to your contact information, set contact preferences and update Emergency Contacts.

**Ensure that the phone numbers and emails in your Skyward Family Access account are current and correct.**

Before you set your contact preferences, you are asked to ensure that the phone numbers and emails in the Skyward Family Access account are correct. Please Note: that each parent/guardian is asked to log into Skyward Family Access to complete this step.

1. Login to Skyward Family Access
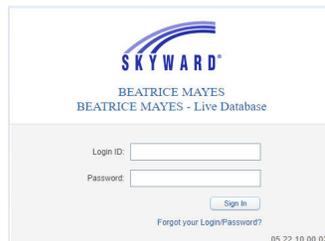


2. Select **"Student Info"** on the left side of the page as shown below.
**Please Note:** If you need a Skyward Family Access account or have forgotten your username or password, please see the attached instructions titled "Forgot my Skyward Family Access Login or Password".
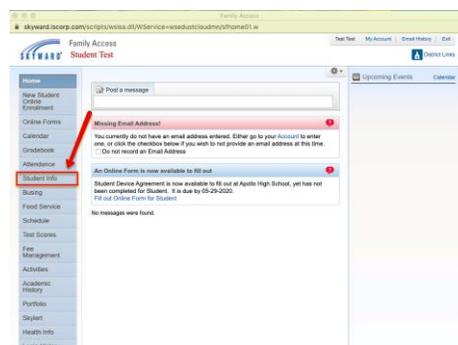


3. Select **"Request Changes for (student name)"** link in the upper-right corner of the screen as shown below.
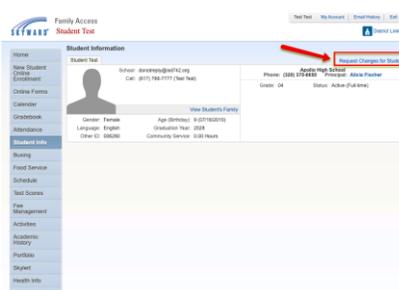
4. From the drop-down menu, choose **"Family Information"**.
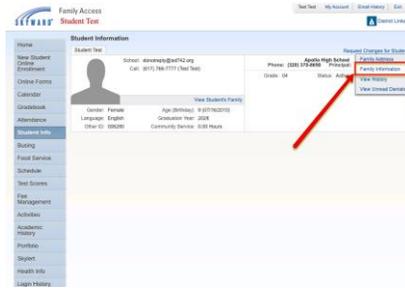


5. Once you have selected **"Family Information"**, it will display the pop up box below.
Please update phone numbers and home email address as needed and select **"Save"**.
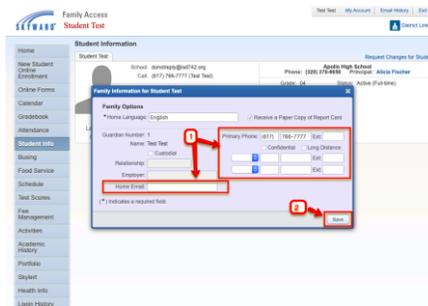


## Set Contact Preferences.

Now that you have confirmed your phone numbers and home email address, we ask that you set your preferences for how you would like to receive phone calls, emails, and text messages from the district and/or your child's school. When a message (phone, email or text) is sent by the district or school, the message will be categorized in one of six ways. Those message types are described in the chart below:

| Emergency | Used to communicate only emergencies (i.e. Covid-19 updates, school closures, evacuations, fire, bomb threats, etc.) |
|---|---|
| Attendance | Used for communications about students' attendance |
| General | Used for general announcements (i.e. meetings, test scores, curriculum information, parent workshops, etc.) and requests for parent participation in surveys. |
| Non-School Hours Emergency | Used to communicate non-school hour emergencies (after school activities, school events, etc.) |
| Food Service | Used to communicate a low or negative lunch account balances. |
| Survey | Used to communicate surveys, district also uses other measures to communicate surveys as needed. |

You will be asked to set your contact preferences for each of the six message types described above.

**Please Note: EACH parent/ guardian** must log into Skyward Family Access to select his/her own contact preferences. These are not family preferences - they are individual to each guardian.

1. Once logged into Skyward Family Access, select **"Skylert"** on the left side of the page as shown below.
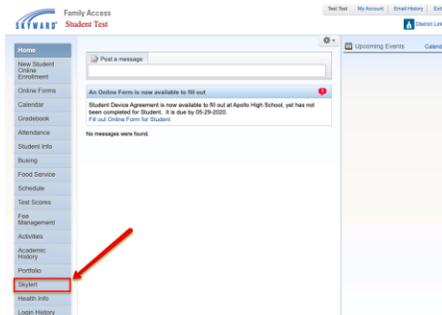


2. Once you have selected, **"Skylert"**, the screen below will show.
Update your information under **"Contact Info"** - this is will be considered your primary contact information.
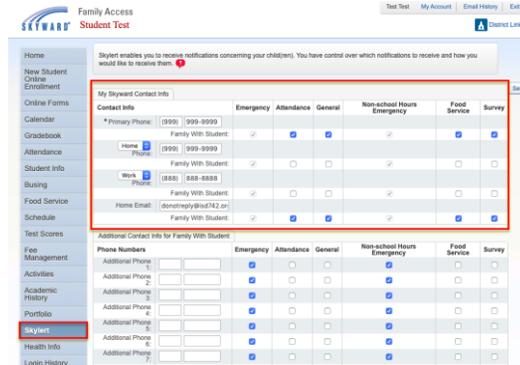


3. In addition to the emails and phone numbers associated with your primary contact information, you have the option of adding additional phone numbers, emails, and text messaging numbers in Skylert. If you'd like to add additional contact information, please do so in the section titled **"Additional Contact Info for Family…."** as shown below.

**Please Note:** you must designate any phone numbers you'd like to use for receiving text messages. The numbers included under "Phone Numbers" will not be texted automatically, even if they are cell phone numbers. You must specifically include phone numbers to be used for texting under the **"Text Message Numbers"** section of this page.
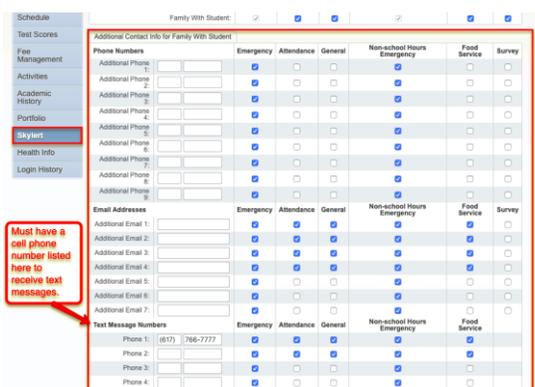
4. Once your preferences are selected, click **"Save"** to submit your selections.
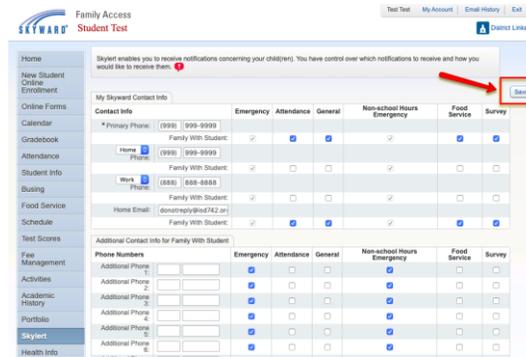


# REMINDER: If your phone numbers or email addresses change in the future – please make sure to update Family Access > Skylert Preferences

At any time, you can log back into Skyward Family Access to make changes via the Skylert tab. Please remember that EACH parent/guardian must log in to select and update preferences. As stated above, these are not family preferences - they are individual to each guardian.

## Change or Add Emergency Contacts in Skyward

1. Once logged on to Skyward Family Access, click on **Student Information** on the left side of the screen.
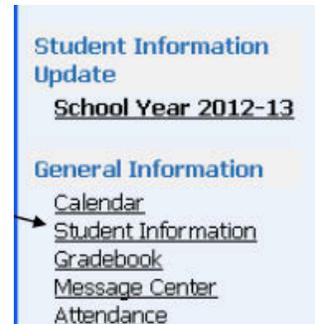


2. On the right side of the student information screen click **Request Change to my Child's Information .**



3. Scroll down until you reach the emergency contact area of the page. Click **Request Changes to Emergency Contacts** to edit a contact.

Click Add an **New Emergency Contact** to add.