



Nicolet High School Family Access Frequently Asked Questions

Family Access Question	General Information
What is Family Access?	<p>Family Access is a web-based service that empowers parents/guardians and students to view school-related information anywhere they have access to the Internet. Information available online includes:</p> <ul style="list-style-type: none">• Calendar information with assignment, attendance and message information• Preferences for how you'd like to be contacted• Detailed gradebook information• Messages posted by the principal and teachers• Attendance records by data and types of attendance• Student schedule• Food service balance, payments and purchase history• Fee management• E-mail notification preferences• Login history
Information Source and Security	<p>The information in Family Access is "real time" based on the data in the district's Skyward Student Information System. Please keep in mind that grades are fluid and can change daily/weekly as the teachers add assignments and grades to the system. Please allow up to 5 days after the due date for most assignments to be posted in the gradebook (larger assignments and projects may take longer).</p> <p>Family Access is a password protected site intended for use by the specific user to which the account was issued. PLEASE KEEP YOUR USER NAME AND PASSWORD CONFIDENTIAL to avoid unauthorized use of your account. Each parent and student will be issued a unique user name and password. Parents have different levels of access and different types of information than what students will have. It is important that you use the account that was created for you. Other industry standard security measures are in place to ensure that information and credit card transactions are done securely and safely.</p>
Internet Browser Requirements	<p>Windows Vista and newer running Internet Explorer, Chrome or Firefox</p> <p>Macintosh OS 10.6 or higher running Safari, Chrome or Firefox</p>
Is there a cost for Family Access?	<p>There is no cost for using Family Access, however, there is a \$1.95 charge for each online payment you make to food service or fee management accounts.</p>



How will I get a login for Family Access?	Your login will be mailed to you.
How do I log in to Family Access?	Visit Nicolet's website at www.nicolet.us and click on Skyward Family Access from the home page. Enter your login and password that were mailed home.
Am I able to change my login and password?	Change your login name or password by clicking on the My Account tab at the top right side of your screen after login and then clicking Change Login or Change password.
My login or password doesn't work...	<p>In many instances, a login or password doesn't work because it's difficult to recognize the difference between l (Larry) or I (ice) or the number 1 or 0 (orange) or zero in a user ID.</p> <p>Please note that you have the ability to change the User ID and password in the Family Access system after you have successfully logged in the first time. We encourage you to set your user ID and password to something that is easy for you to remember, but secure so others won't know it.</p>
I forgot my password...	If we have your email address in our system or if you have entered your email address in the system, you can click on the "Forgot Your Login/Password" link on the login screen to retrieve your information. If you do not have an email address in the system, contact 351-7579 for your login information.
How can I update my email address in Family Access?	Click on the My Account tab in the top right corner and you'll see a button to change your email address.
I have multiple students at NHS. Will I have multiple logins?	Each parent/guardian will have one login that will enable them to see each student's information from that one login.
I'm not able to see all of my students when I log in...	If you are not able to see all of your children who attend Nicolet, please contact 351-7579 to request the needed changes.
Can other people see my student's information on Family Access?	Family access is password protected and uses SSL. Your child's information is only available to authorized parents or guardians that are associated with your student's records in our administrative system. Please safeguard your login to ensure that you are the only person using the login.
Can I use my student's login instead of my own?	Students will see some different information that parents won't see and vice versa. Please be sure to use your own login for the Skyward system so you have access to the tools that are available for parent use.
Can I pay fees and make food service deposits with Family Access?	Yes. Family Access partners with a secure online merchant for handling credit card transactions. You will need to enter your credit card number each time as a security measure. Click on the Food Service link to see the current balance, click Make Online Payment and follow the process on your screen. You will need to create an account the first time you make an online payment. There is a separate help document on the Nicolet website for making online payments if you need additional help.



Is there a fee for making food service payments and fee payments online?	A fee of \$1.95 will be charged for each transaction when checking out from the online store.
Can I make a fee payment and a lunch deposit in the same transaction?	The fee payment and lunch balance payments are separate transactions in the Family Access system and therefore must be done as two separate transactions.
Can I set preferences in Family Access?	Yes. Each parent/guardian is able to set preferences for things such as: <ul style="list-style-type: none">• being contacted about high assignment grades• being contacted about low assignment grades• having progress reports automatically sent to you regularly• being sent attendance notifications• indicating how you'd like to be contacted by Skylert (our phone messaging and text messaging service)
Where can I get more information about Family Access and how to use it?	Be sure to check our Family Access User Guide on our website to learn more about this powerful tool.