

Family Access & SchoolFusion Website Portal Frequently Asked Questions

****All “Frequently Asked Questions” assume that you have completed the registration process required by the district and have been issued login information and passwords.**

Family Access

SchoolFusion

<p><i>Please explain how my username was created...</i></p>	<ul style="list-style-type: none"> Your login is a combination of the first 5 letters of your last name and the first 3 letters of your first name followed by a 3 digit number. For example, John Wayne would be WAYNEJOH000 and if we had another name that was similar, such as Johnny Wayne the 3 digit number would differentiate the two: WAYNEJOH001. In the case of short last names: Since the login needs 5 letters from the last name, the person with a 2, 3, or 4 letter last name will have spaces entered to equal 5. Example: Joe Mann is: MANN JOE000 with one space after the last name. Sue Cox would be: COX SUE000 (with two spaces added after the last name). Ron Le would be: LE RON000 (with three spaces after the last name). 	<p>Parent Usernames are usually the user’s email address entered upon registration.</p>
<p><i>It won’t recognize my child’s Student ID #</i></p>	<p>NOT APPLICABLE</p>	<p>The Student ID# follows the same naming format as described above under <i>Family Access</i>: 5 letters of the last name, 3 letters of the first name, and 3 numbers. Contact your child’s school if you do not have this information. Be sure to explain that you need the 5/3/3 Student ID # (not the <i>Other ID</i>).</p>
<p><i>What if my name changes?</i></p>	<p>If you have <u>notified the school of a name change</u>, whether it is first or last, your log in will change. Please contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org for instructions on receiving your new log in. Picture ID required.</p>	<p>If your name changes, your SchoolFusion username and password will NOT automatically change. If you want your username to change to be the same as the new one you will receive in Skyward Family Access, contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org for instructions.</p>
<p><i>My login or password doesn’t work or what if I forgot it....</i></p>	<p>PLEASE NOTE: Most of the time, when the log-in or password does not work, it is because the user is not recognizing the difference between l (larry) or I (ice) or the number 1 or 0 (orange) or zero.</p>	
<p><i>My login or password doesn’t work or what if I forgot it....</i></p>	<p>If you have entered your e-mail address into the system, you can click on the <i>Forgot your login or password?</i> link at the bottom of the Login screen and follow the directions. If you did not enter your e-mail address, you will need to go to the PN-GISD Technology Department at 5840 West Jefferson in Groves to receive this information. <u>You must show a picture ID to receive the information.</u></p>	<p>If you have entered your e-mail address into the system, you can click the <i>Forgot your password?</i> link at the bottom of the Login screen for your password to be e-mailed to you. If you did not enter your e-mail address, contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org for instructions.</p>

<i>Can I change my Log-in/Username or password?</i>	No, you cannot change your log-in. Yes, you can change your password. Once you log-in, click the Account Info button on the tool bar at the top of screen. Then click the Change My Password button.	No, you cannot change your log-in. Yes, you can change your password. Once you log-in, click the My Personal Settings link on the left-side of the web page. Change your password under the Change Password section.
<i>Can I change my e-mail address?</i>	Yes, you can update your e-mail address also by clicking the Account Info button on the tool bar at the top of screen. Then click the Change My E-mail button.	Yes, you can update your e-mail address by also clicking the My Personal Settings link on the left-side of the web page. Update your e-mail address under the Personal Information section.
<i>I can only see one of my children when I log in...</i>	Contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org . Picture ID may be required.	Click My Family link and then click (Add Your Student) link at the top of the page. Enter your child's 5/3/3 Student ID# and Submit .
<i>I do not see all of my child's classes when I click on "My Family".</i> <i>Can I receive information/ e-mail notifications from the sponsors of my child's athletics and/or clubs/organizations?</i>	NOT APPLICABLE	Go to the teacher's classroom web page that is not showing up in your child's information, and click the Join this Class link at the top of the page. Yes, visit each athletics page and/or organization page and click the Join this Team or Join this Group link.
<i>I do not have access...or My access is denied.</i>	Contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org to see if there is a reason that the access was denied.	Contact Brenda Duhon at 409-962-4268 ext. 5519 or by e-mail at bduhon@pngisd.org to see if there is a reason that the access was denied.
<i>When I look at the grade for my student and then click the link on the number grade to see the assignments that make up that grade, I am not able to see the screen</i>	Contact Brenda Duhon at 409-962-4268 ext. 5519 to have her log in as you from her computer. If she can see the grade assignments, then the problem is not with our system. You may need to check your Internet browser settings to see if it allows pop ups. You may also need to contact your Internet Service Provider for additional help.	NOT APPLICABLE
<i>I cannot see the buttons for changing my password or updating my e-mail in Skyward Family Access.</i>	These buttons are located on the Account Info screen. If you cannot see them, the resolution on your computer display may be set too low. If you are set at 800 by 600, try changing the resolution to a higher setting (eg. 1024 by 768). This should resolve your problem. If not, you may need to contact your computer manufacturer or operating system software support department.	NOT APPLICABLE
<i>There is no LOG OUT button on the screen.</i>	The Log Out button is on the upper right corner of the page. If you cannot see the button, the resolution on your computer display may be set too low. . If you are set at 800 by 600, try changing the resolution to a higher setting (eg. 1024 by 768). You should now be able to see the Log Out button. If you still cannot see the button, you may need to contact your computer manufacturer or your operating system software support department for additional help.	The logout button is in the Welcome box on the left-hand side of the screen. You can find it at the bottom of the list of options in that area.