



Frequently Asked Questions FAQ

How do I sign up to Family Access?

Contact the campus designated person. An email from Skyward Family Access will be sent to you. Please check your junk mail if you do not see it in your inbox. The campus designated person for each campus are.

- Buckner Preparatory: Elizabeth De La Cruz (972) 961-3941
- East Grand Preparatory: Veronica Arias (972) 528-0138
- Early Childhood Center: Veronica Arias (972)528-0138

Do I need to sign up to Family Access every year?

No. Once you have an active account, you will not need to reapply. You will use the same account for every sibling.

Who can have Family Access accounts?

Any parent or legal guardian who wants their own account with their own login and password, they both must have legal rights to obtain information about the student. This will be verified when the account is being processed.

Can I see information on my students that attend different campuses?

Yes, you will be able to see information about your children that attend other Cityscape School campuses at that time.

How do I change my password?

First login to Family Access, click the button in the upper right-hand corner of the display that says "My Account". This button will show you all your account information and how to change your password.



How can I retrieve my password if I forget?

Go to the Family Access log in page and click on the "Forgot your Login/Password?" link. You will receive an email with your username and a link for your password.

The image shows a screenshot of the Family Access login page. At the top, there is a logo for 'SKYWARD' and the text 'CityScape Schools Inc' and 'Cityscape Schools Inc - Live Conversion Data 04/12/18'. Below this, there are two input fields: 'Login ID:' and 'Password:'. A 'Sign In' button is located below the 'Password:' field. A link labeled 'Forgot your Login/Password?' is positioned below the 'Sign In' button. A version number '05.20.02.00.05' is visible in the bottom right corner. Three red boxes with arrows point to specific elements: one points to the 'Login ID:' field with the text 'FAMILY ACCESS Login ID is usually first initial of your name and then your last name'; another points to the 'Forgot your Login/Password?' link with the text 'PASSWORD If you don't know your password, select forgot password'; and a third points to the 'Sign In' button.