



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. For questions call:

- Registration Office: 469-905-0336

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.

