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ABOUT

What is Family Access?

Family access is an online information resource made available 24/7 to every family in the Ridgewood Public School District. This resource provides you with the ability to:

- view/update demographic and emergency contact information
- view student Courses / Class Schedule (Grades 6-12)
- view student Grades (Grades 6-12)
- view student Homework assignments (Grades 6-12)
- view and maintain Food Service activity and balances (Grades 6-12)
- pay activity and Chromebook fees (Grades 6-12)
- view student Attendance (Grades 6-12)

It is also important to note that Skyward is the district's primary mode of communication with parents/guardians, so **we must have up-to-date email and phone numbers in the system at all times**, especially for emergency situations.

How do I get Family Access?

parents/guardians receive their Family Access login names and passwords when they register their students. **Do not share your account access with your student.** For more information please refer to the Skyward Parent/Guardian Handbook, click [here](#). If you have further questions, email skywardhelp@rpsnj.us.

Who is eligible to have access to Family Access?

Only authorized Legal Parents/Guardians of Ridgewood Public School students will be allowed access to Family Access. Any requests for changes to guardianship must be directed to your student's school.

How do I access Family Access?

You can Login to [Skyward Family Access](#), or download the Skyward Mobile App on your mobile device. The [mobile app](#) has less features than the full web-based site.

Who is able to make changes in Family Access?

Only parents/guardians designated as the primary family (or **Family 1**) in Skyward are able to make changes to student information, and update Family 1 information. If you are registered as the second family (or **Family 2**) in Skyward, you can update your own information, but will have read-only access to online forms.

What happens if I have students located at different schools?

You only need one login and password to see all of your students. You can see all of them at once, or go to the top of the family access page and select an individual student from the drop-down. If you are not seeing all of your students in Skyward, please email skywardhelp@rpsnj.us.

Does my student have access to the same information?

Every RPS student in Grades 6-12 has a logon and password to **Skyward Student Access**. Students can view their own schedules and grades, and are encouraged to review their assignments on a regular basis. They can also view Food Service, Fees, and Locker information. They are not able to make changes to family demographic/emergency contact information. **You should not share your logon to Family Access with your student.**

Can other people see my student's information?

Each parent/guardian is only able to see their own students. When a family account is created, it is specific for each parent/guardian, and linked to all students in the family. No one else can see your student's information.

Why should I use Family Access?

Family access gives you access to your student's school information 24 hours a day, seven days a week. It also increases communication between home and school.

Is Family Access a Secure Web Site to use?

Family Access uses Secured Socket Layer (SSL). This is the same system used by sites that accept credit card numbers and other personal data that must be secure. RPS manages Skyward's extensive security functionality within the program, which controls data accessibility. Through the security access assigned to them, each individual (student, parent/guardian, or staff member) is given a unique username and password to gain access to specific areas and pages within the program.

ACCESS ISSUES

Having issues with logging into Family Access?

Family Access is a web-based product, so it should work on your computer like any other web-based application. Family Access works best on the most recent version of your web browser, Google Chrome, Firefox and Internet Explorer are recommended, but it also works in Safari.

Skyward Web applications require that you create a pop-up blocker exception for your Skyward Web link or disable the Web browser's pop-up feature.

Forgot your password?

You can retrieve your Skyward login ID and reset your own Skyward password at any time by following the directions listed [here](#). If you no longer have access to that email address and need it updated on your Skyward record, please contact your school.

I clicked on “Forgot your Login/Password?” link, but I am not getting an email.

Ensure that pop-ups are enabled and check your email Spam folder to see if your computer’s firewall is blocking the email. If the email is not in the Spam folder, please contact your student’s school or email [Skyward Help](#) to verify that your correct email address is on record in Skyward.

What if my student cannot login to Skyward?

Parents/guardians must allow the student access to the RPS district network by signing the Acceptable Use Policy (AUP) form online in Skyward Family Access. This will give them access to Skyward. Students can use their Google credentials as a single sign-on to Skyward and other District online curriculum programs. If they still cannot log in, students should contact their IT Technician in the school building.

Why can’t I see my student’s schedule in Skyward?

If you are unable to see your student’s schedule, they either have not yet been released for the new school year, or you have not fully completed the Mandatory Student Information Update.

What if we don’t have a computer at home?

In addition to a home computer, Skyward can be accessed from your smartphone, tablet or any public computer (such as the Ridgewood Public Library). If you use a public computer, please be certain to not save your password and close all windows when you are done accessing Skyward.

FEES and FOOD SERVICE

How can I add money to my student’s food account and pay their student fees?

For information on Fee Management and Food Service, [click here](#). For step by step directions for making fees and food payments in Skyward, [click here](#).

What do I do if I notice a charge on my student’s account that is not valid?

For questions about **activity fees**, please contact your student’s school. For questions about **food charges**, email our Pomptonian representative at mdichiara@rpsnj.us. Ignoring a fee

does not make it go away. Any fees accumulated from year to year must be paid in a timely manner and all outstanding fees must be settled prior to graduation.

How do I handle a request for a food account fee transfer or refund?

Requests for Food Service and/or Fee transfers or refunds should be directed to Jaime Rosado in our Business Administration Department by emailing rbowman@rpsnj.us.

Why do I have to pay a Chromebook fee each year?

The mandatory \$30 Chromebook fee must be paid for all students in grades 6-12 annually to cover repair costs for their Chromebook. If your student needs their Chromebook repaired, they simply bring the device to their school's IT Technician, who will either fix the issue right away or issue them a loaner while their Chromebook is being repaired. For more information, please refer to the [Chromebook Policy, Procedure and Information Handbook](#).

Do I have to pay a Chromebook fee if my student has a laptop that they can bring to school?

All RPS students in grades 6-12 are expected to use Chromebooks at school to allow teachers to plan for uniform instruction. They are also used for required State Assessments.

What if I am having trouble with my RevTrak Login?

If you are having an issue with your RevTrak password not working, first attempt to reset your password by clicking on the "Forgot Password?" link. If you are still having problems, you can either click on the "Contact Us" link on the Food or Fee Payment page or call RevTrak customer service at 1-888-847-9885.

INFORMATION UPDATES

We moved to a new place in Ridgewood. How do I update our address?

You must contact your student's school directly with all changes of address. [Proof of Residency Documentation](#) is available on our website. Please fill out and submit to your student's school.

How do I update my student's information for the new school year?

RPS conducts a district-wide Mandatory Student Information Update each August. The update must be completed for each student enrolled in a Ridgewood Public School at the start of each school year. For detailed instructions, including how to make changes to existing information, [click here](#).

What do I do if my Email Address, Phone number or Family / Medical / Emergency information changes after the Mandatory Student Information Update?

You can update your phone, email and family information at any time, however, you must notify **your student's school immediately** as certain information, such as a change of address or name, requires documentation and approval by school personnel. The school nurse should be contacted immediately with any changes regarding medical information or health conditions.

Am I able to update my student's information on the RPS mobile app?

Unfortunately at this time you cannot complete any information updates on the RPS mobile application.