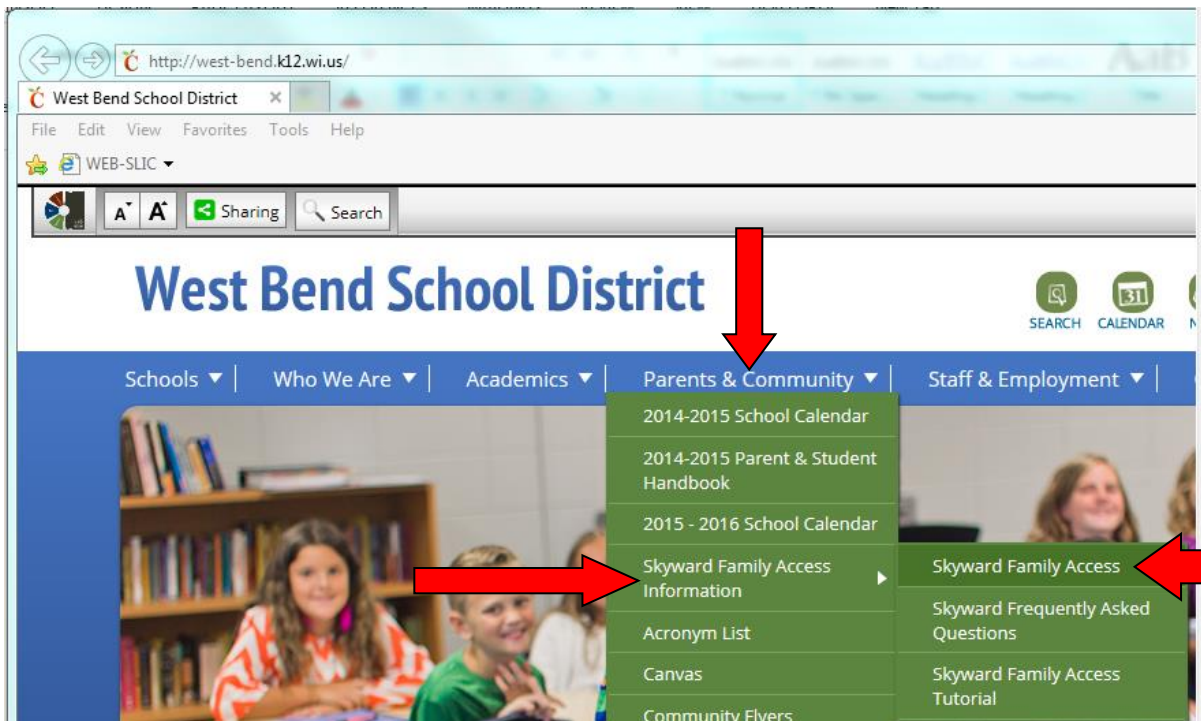# West Bend School District
Skyward Family Access Login Tutorial

In order to access West Bend School District's **Skyward Family Access** you will need to know your Skyward Family Access Login including your Skyward User Name and Password.

If you do not know your Skyward Family Access Login you may use the following steps to retrieve your Skyward Family Access User Name and Password. *The district must have a valid email address on file in order for you to retrieve your Skyward Family Access Login credentials*. Contact your child's school to update your email address if necessary.

1) Log onto the Internet and navigate to the West Bend School District's Website: www.west-bend.k12.wi.us

2) Once you are on the website look for the words **Parents & Community** and hold your mouse over it.
From the drop-down menu, click on **Skyward Family Access Information > Skyward Family Access**:
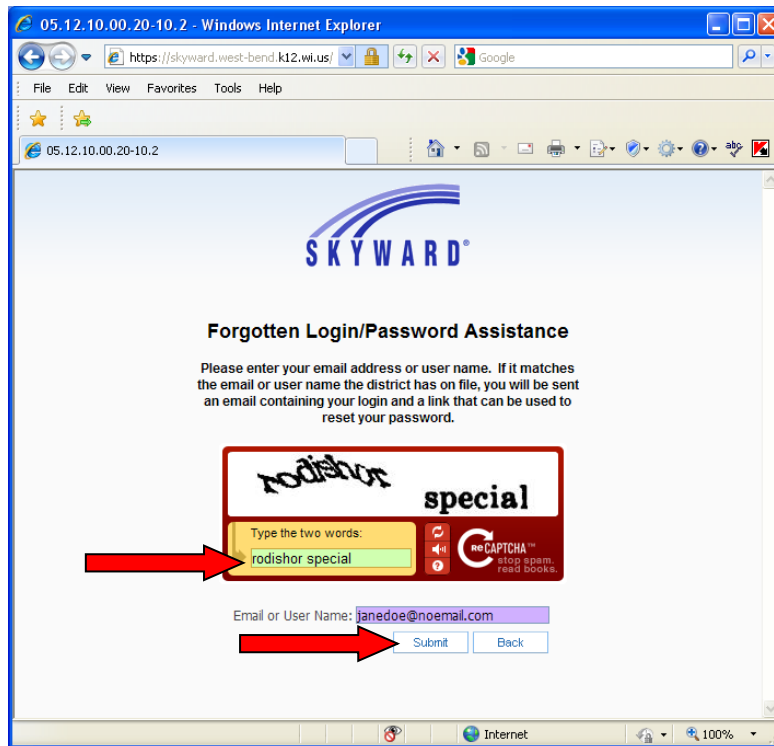

3) The next screen will display the Skyward Family Access Login Screen. To retrieve your Skyward Family Access Login credentials, click on the *"Forgot your Login/Password?"*

4) After clicking on **"Forgot your Login/Password?"** you will be prompted to enter your primary email address. Enter the code word and your email address and click on Submit.

The district must have a valid email address on file in order for you to retrieve your Skyward Family Access Login credentials.

5) Log into your email account and find the message below.

We received a request to reset the account associated with this e-mail address. If you made this request, please follow the instructions below.

If you did not request to have your account reset you can ignore this email.

Login: johndoe000

Click or paste the following link to reset your account:
https://skyward.west-bend.k12.wi.us/scripts/wsisa.dll/WService=wsEAplus/skyportexpired.w?id=35494&dc=2457044&tc=32945&lg=lloomans&enc=bcpuidbjldcwgjTa&hforgotLoginPage=fwemnu01

6) Open the email and follow the directions to retrieve your Skyward Family Access credentials:

Forgotten Login/Password Assistance

From: "do not reply@west-bend.k12.wi.us" <do.not.reply@west-bend.k12.wi.us> Add to Contacts

Fri, March 2, 2012 1:01:37 PM

To:

We received a request to reset the account associated with this e-mail address. If you made this request, please follow the instructions below.

If you did not request to have your account reset you can ignore this email.

- John A Doe (DOE JOH000)
- Login: DOE JOH000

Click or paste the following link to reset your account: https://skyward.west-bend.k12.wi.us/scripts/wsisa.dll/WService=wsFam/skyportexpired.w?id=35493&dc=2455990&tc=46891&lg=LOOMADAV000&enc=cGinnckaadjKjaoq&hforgotLoginPage=fwemnu01

IP Address Logged: 10.2.7.51

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7) Once you click on the link you will get the following screen to reset your Skyward Family Access Password.

*The new password must be **at least 8 digits** and contain **1 special character** (! @ # $ % ^ & *)*

Forgotten Login/Password Assistance
Please enter a new password.

Jane Doe	• John A Doe
Login:	• DOE JOH000
New Password:	
Confirm New Password:	Submit

Number of Special Characters Required:	1
Minimum Password Length:	8
Number of Passwords Before Reuse:	0

Name Used As: **SECURITY USER**
EMERGENCY CONTACT
GUARDIAN
HEALTH PROFESSIONAL
STAFF

Contact Lee Loomans in Technology at lloomans@west-bend.k12.wi.us or call 262-335-8305 if you need additional assistance with your Skyward Family Access Account.