

Verify & Complete Account Set-up

Parents/guardians of students that attend Lake County Schools have ability to create a **Family Access** account. **Family Access** provides parents/guardians with the ability to view grades, attendance, and other valuable data for their student(s). Please see the steps below to verify and complete the set-up process for your **Family Access** account.

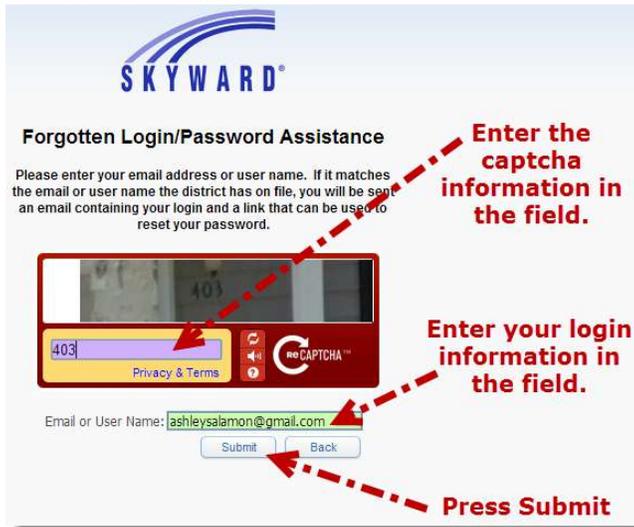
- From your personal email account, open the email titled **Lake County Schools Family Access Account Information**. The email is sent from do.not.reply@lake.k12.fl.us



- Read the text of the email and make note of your login information. Then **click the link** to begin the account set-up process.



- On the **Forgotten Login/Password Assistance** screen:
 - Type in the CAPTCHA information
 - Type in your login information
 - Press the **Submit** button



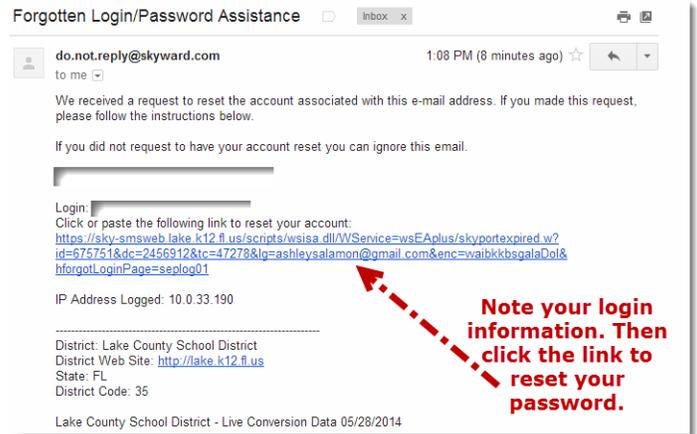
- You will receive this message. Click the **OK** button.



- Go back to your personal email account and open the **Forgotten Login** email from do.not.reply@lake.k12.fl.us



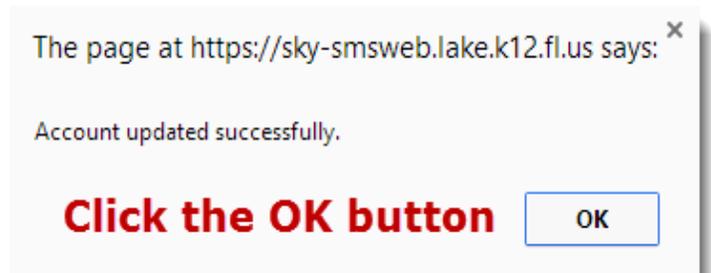
- With the email open, **click the link** to reset your account:



- From the **Forgotten Login/Password Assistance** screen:
 - Enter and confirm your new password (must be 8 characters long)
 - Press the **Submit** button



- Once you have entered a sufficient password, you will receive this message. Click the **OK** button.



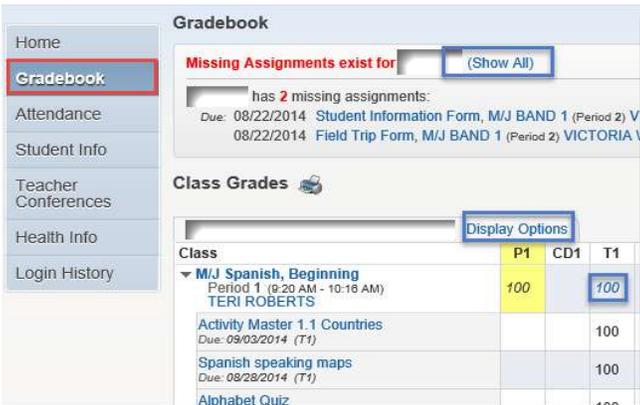
9. You will be taken to the log in page for the Family Portal:
 - a. Enter your login information for the username (email address)
 - b. Enter the new password that you just set
 - c. Press the **Sign In** button



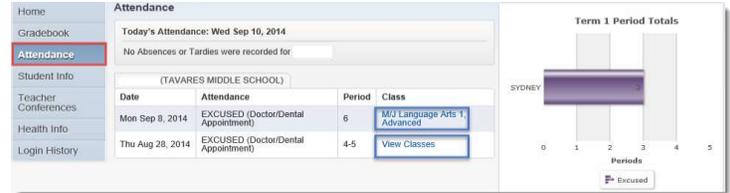
10. Click the Retry button if you get a message about the Pop-up blocker or click the link to adjust your Pop-up blocker settings.
11. Once inside Family Access:
 - a. Click on **My Account** to verify your personal information
 - b. If you have multiple students, click on the drop down menu to ensure your student(s) are connected to your Family Access account
 - i. If you have multiple students, you can click on a child's name to view the student individually
 - ii. If you want to see all of your children at one time, click on the **All Student** option



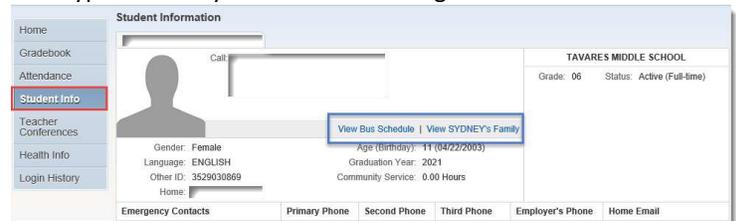
12. Use the blue menus along the left hand side of Family Access to navigate to your student(s) data. Click on the blue **Gradebook** menu to view grade and assignment information for each class. Any item in blue text is a hyperlink and you can click on it to get more information.



13. Click on the blue **Attendance** menu for attendance information. Any item in blue text is a hyperlink and you can click on it to get more information.



14. Click on the blue **Student Info** menu to view family and emergency contact information. Any item in blue text is a hyperlink and you can click on it to get more information.



15. Click on the blue **Login History** menu to view your recent login history. Any item in blue text is a hyperlink and you can click on it to get more information.



16. When you are ready, click the **Exit** button in the top right corner of Family Access to log out of the portal.

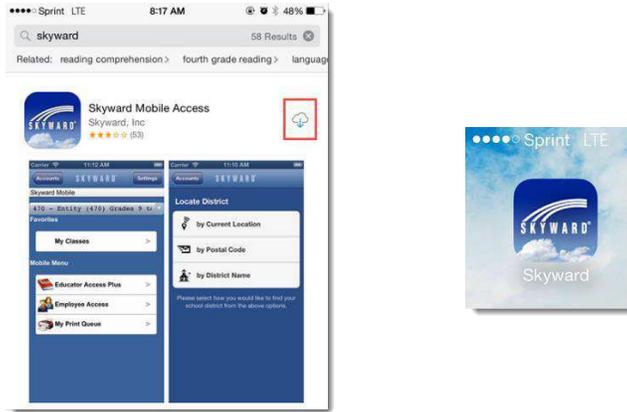


*Note: To access the Family Access portal in the future, visit www.lake.k12.fl.us and click the **A+ Grades** icon near the top right corner:*

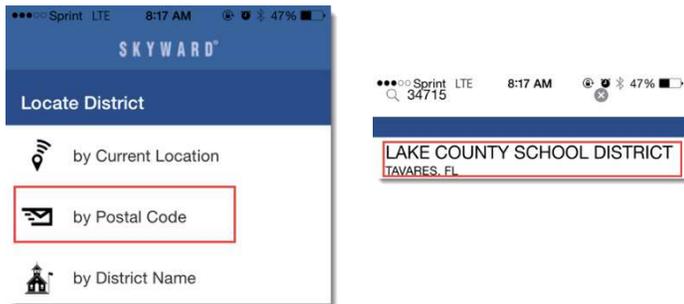


Parents and guardians have the ability to view their student's grade and attendance information in Skyward, using the Skyward Mobile Access App. Please see the steps below to get started:

- From your personal cell phone and/or mobile device, download the **Skyward Mobile Access App** from the App Store.



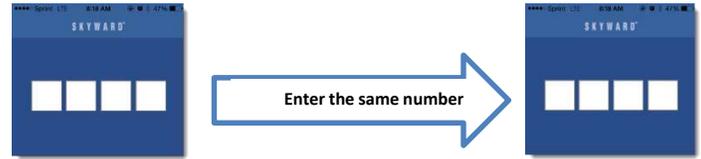
- Open the App and search for Lake County School District using the **by Postal Code** option and enter **32778**. Next, choose **Lake County School District, Tavares, FL**.



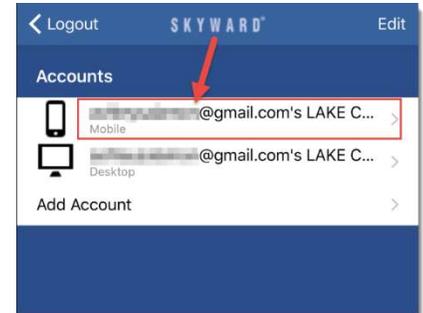
- Select **School Management** and then enter the username provided by your child's school for Family Access and the password you created for your Family Access account. If you have any issues with your username/password, please contact your child's school. Then press the **Save** button in the top right corner.



- Next, enter a 4 digit code to secure your App. You will have to enter this number twice. Ensure that you select a code that you can remember. Note, if you forget this passcode, you will have to delete the App and go through the set-up process again.

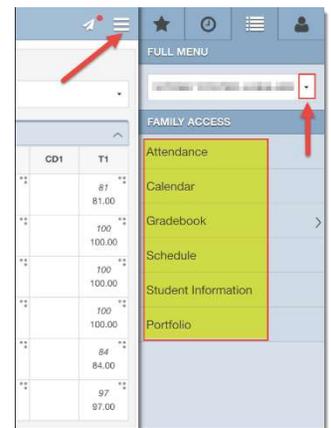


- Tap the **mobile** account option to open your Family Access account.



- Tap the **menu icon** in the top right of the App to navigate to the full menu. Tap on any of the desired options to view detailed information. Tap the drop down menu to select a different student.

- Attendance:** displays attendance data by date
- Calendar:** displays assignments by due date
- Gradebook:** displays grade and assignment information for each class. Scroll down to the **Breakdown by Class** area, then tap on the class to get detailed information
- Schedule:** displays a schedule of current classes
- Student Information:** displays general student information
- Portfolio:** display student progress reports and report cards



Notes:

If you have any questions about the data you see in your *Family Access* App or need assistance with your account, please speak with the appropriate school personnel (teachers and/or front office).