Accessing Skyward Mobile Access App
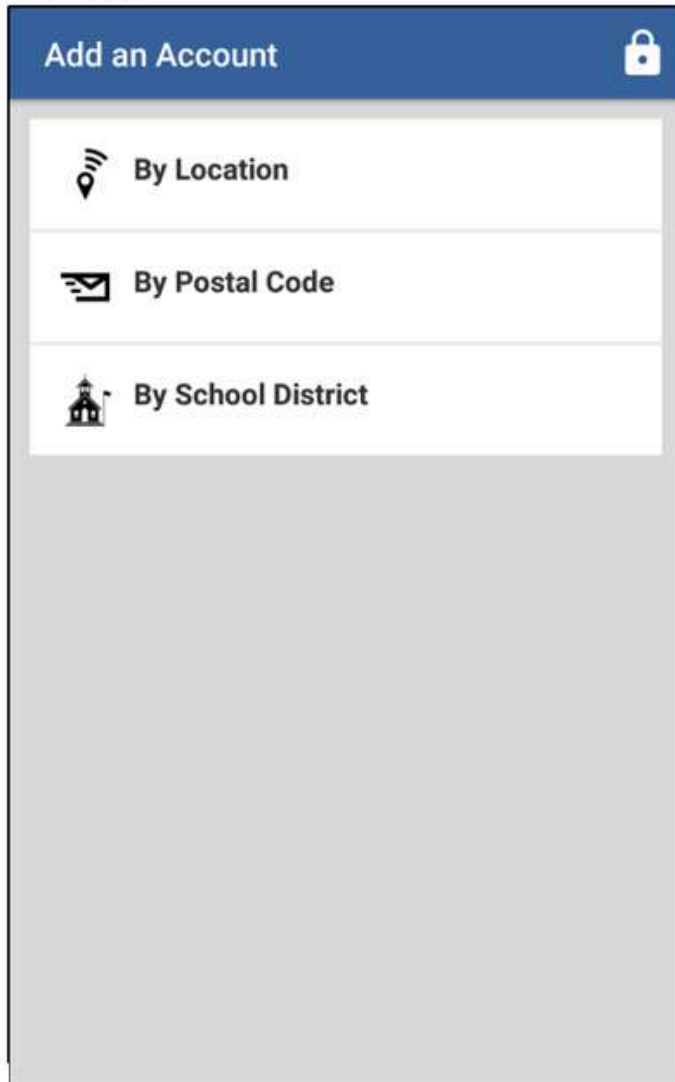
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The Skyward Mobile Access app is available for free download on Android and iOS devices. Once you have installed the application on your device, you can launch it to begin the setup process. You can create multiple accounts within the app if you have access to more than one portal in your database. After setting up each account you need, you must choose which account you wish to sign in with the next time you launch the app.

- The box for Allow Mobile Access must be checked in the System Configuration of the System module.

1. Navigate to your application store to install the Skyward Mobile Access app for Android or iOS.

2. Launch the Skyward Mobile Access App.
   Expected Result

   If you are using an Android device, you see the Add an Account screen.

   If you are using an iOS device, you see the Locate District screen.

3. Select the district search option to locate the district you wish to set up an account for.
   Step Information

   You can choose to search using the location, postal code, or district name. If you choose to search using location, the results you see are determined by your device's current location within a 50-mile radius. If you choose to search using a postal code, the results you see are determined based on the postal code you enter within a 50-mile radius. If you choose to search using district name, you can enter text to limit the results you see.

   This process follows the "By School District" for Android and "by District Name" for iOS options.

Android:

Add an Account 🔒

- 📶 By Location
- 📧 By Postal Code
- ⛪ By School District

iOS:

SKYWARD

Locate District

- 📶 by Current Location
- 📧 by Postal Code
- ⛪ by District Name

Please select how you would like to find your school district from the above options.

Expected Result

If you are using an Android device, you see a screen that enables you to locate your district using the Search District Name field.

If you are using an iOS device, you see a screen that enables you to search for your district using the Locate District by Name field.

4. Enter your district name to search for your district.
   Step Information

   Depending on your device and the search option you chose, you may need to tap **Enter** to load your search results.

   Expected Result

   You see the search results related to the information you entered.

5. Select your district's name.
   Step Information

If you do not see your district as an option in the app, you must contact your Skyward administrator or IT department for additional assistance. For example, you may need to contact your Skyward administrator to identify the appropriate district name to search.

Expected Result

If you are using an Android device, you see the Select a Product screen.

If you are using an iOS device, you see the Select Product screen.

6. Select the Product you wish to access.
   Step Information

   If you wish to view Employee Access, you would select Business Management.

   Expected Result

   If you are using an Android device, you see the Account Settings screen.

   If you are using an iOS device, you see the Login Credentials screen.

7. Enter your credentials.
   Step Information

   Your mobile account credentials match the username and password you use to sign in on the desktop version. You can use the Description field to easily identify your account, which is helpful if you have set up multiple accounts for different portals.

Android:

Account Settings

Required account credentials

User name
Skyward user name

Password
Skyward password

Optional account details

Description
Account description

Advanced settings

Access URL
URL used for Mobile Access

To continue, please select the save button in the upper right.

iOS:

‹ Products **S K Y W A R D**° Save

Login Credentials

Login   Required

Password   Required

Description   My ORBIT NORTH

Please setup your credentials to access
Skyward Mobile Access.

Details ORBIT NORTH   ›

8. Tap Save near the top right of your device.
   Step Information

   Depending on your device, this may display as **Save**.

   Expected Result

   You see a screen that enables you to set a passcode for your device.

9. Enter a four-digit passcode to secure your account.
   Step Information

   You may need to enter this number each time you sign in depending on your passcode settings.

   If you enter your passcode incorrectly five times you are prompted to repeat the above steps to re-setup your mobile access.

10. Re-enter your four-digit passcode for confirmation.
    Expected Result

You see the Passcode Settings pop-up window.

11. Select whether you wish to require a passcode right away or after 10 minutes of inactivity.
Step Information

If you choose After 10 Minutes, you only need to enter the passcode if you have been away from the app for more than 10 minutes. If you choose Right Away for Android or Require Right Away for iOS, you must enter the passcode every time you open the app.

Expected Result

You see the Accounts screen.

12. Select the Account you wish to open.
Step Information

If you have access to more than one database, you can set up multiple accounts.

Expected Result

You see the home screen.

13. To sign out of the app, select the **Menu** icon near the bottom left of your mobile device.

14. Tap your username at the top left of your screen.
Expected Result

You see additional options under your username.

15. Select **Sign Out** from the drop-down menu.
Expected Result

If you are using an Android device, you return to the screen to enter your passcode to confirm your sign out. After you confirm that you wish to sign out, you see the Accounts screen.

If you are using an iOS device, you return to the Accounts screen.

You have successfully set up the Skyward Mobile Access app.