

Skyward Family Access Frequently Ask Questions

What is Family Access?

Family access is the system we use to make information available to every family at NO cost. This resource provides you access to your child's grades, attendance, schedule, food service balance, and the ability to update demographic, email and text information

Who is eligible to utilize to Family Access?

Only authorized Legal Parents/Guardians will be allowed access to Family Access.

Why should I use Family Access?

Family Access is available 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. Each individual (student, parent, or staff member) must be given a user name and password and specific access to only certain pages in order to view their student's Family Access information.

How do you access Family Access?

Navigate to <http://www.bgcs.k12.in.us>. In the top tool bar, click on Student and Parents and then on Family Access.

Having issues with logging into Family Access?

We do not provide off-site technology or software application support; however, please feel free to contact the tech at your child's school to see if the issue is something that can be easily solved.

Having problems with password/username?

If you are having problems with your password or username, please contact your child's school secretary. You cannot create your own username; however, you can change your password.

How do I change or reset my password?

To change your password you need to click on "account info" when on the Family Access home page. Then you can click on "Change my Password." To reset your password if you have forgotten it, click on the "Forgot Login/Password" link on the Family Access login page.

Can other people see my child's information?

When each account is created, it is specifically for each parent with access so that each parent is only able to see his or her own children. No one else can see your student's information.

What happens if I have children located at different schools?

You will still only need one log-in and password. You can see them all at once or you are able to go to the top of the family access page and click between your students. If all your children are not available, please contact Skyward Student Support at 788-4481.

Troubleshooting with Family Access—what should I do?

If you are having trouble with your Family Access account, contact your school secretary to see if there are any problems with the Skyward Family Access.

District Disclaimer Notice

Beech Grove City Schools does not provide technical support for your home computers. If you experience technical support problems, please contact your computer technical support for assistance. The school secretary may confirm your Family Access account and password in the event of an emergency.