

## Family Access Frequently Asked Questions

### **Why did the Osceola School District implement Family Access?**

Communication between parents/guardians, students and teachers is essential for a positive educational experience. Parents and students now have a communication tool available 24 hours a day, seven days a week. Family Access provides not only timely information but the convenience of viewing this information beyond the scope of a normal school day.

### **Where can I get more information?**

Information packets are available at every building office including the district office. Information is also available via the Family Access link on the district's website at [www.osceola.k12.wi.us](http://www.osceola.k12.wi.us)

### **How do I get my password?**

The Family Access Activation Request and Acceptable Use Policy (AUP) form is available at the district office and on the district website at [www.osceola.k12.wi.us](http://www.osceola.k12.wi.us) Bring the completed form to the district office or your child's building office and watch US mail for the activation information to arrive in about a week after the request is received.

### **Can I share my password with others?**

In order to protect the security of your student's confidential health and grading information it is essential that the password be kept in a safe place and not shared with others. Each parent/guardian will receive their own username and password.

### **Can anyone other than immediate guardians receive a password and logon?**

In order to protect the security of your student's confidential data, anyone not considered a legal guardian will not be eligible to receive a password and logon for students. This includes, but is not limited to, grandparents, boyfriends, girlfriends etc.

### **Why are my username and password mailed to me?**

The Osceola School District takes the security of student information very seriously. Mailing the activation information allows the district to process the activation request and ensure that the right username and password is correctly delivered to those parents responsible for educational decision making.

### **With all the talk about Internet safety and security, how do I know Family Access is safe?**

The site is password protected. As long as you keep your password safe your child's information will remain secure. Family Access also uses Secure Socket Layer (SSL) encryption as the security layer for data presented on the Web. This is the same encryption system used by sites that accept credit card numbers and other personal data that must be secure.

### **What does Family Access provide access to?**

Parents/Guardians can access 24 hours a day 7 days a week: attendance data, calendars of events, emergency contacts, daily assignments (OMS and OHS), missing assignments (OMS and OHS), grades (OMS and OHS), student schedules, teacher contact information, immunization records, student address information, foodservice charges and payments.

### **What is the Message Center?**

The Family Access Message Center is a location that allows parents/guardians to view messages sent by instructors. These messages may be sent to a single parent/guardian or may be sent to an entire class at a time.

### **Can I pay a foodservice balance through Family Access?**

Yes, the E-Funds for Schools Program is now available for parents/guardians to make online payments. For more information regarding online payments, please go to the Osceola homepage [www.osceola.k12.wi.us](http://www.osceola.k12.wi.us) and click the link on the top for Payments.