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Login

In order to access Skyward, you must first login to the system. Your district should be able to supply you with the URL (address) to access it through a web browser.

- **District Link** – The text that displays below the Skyward logo may be a link to another website, such as your district’s home page.
- **Login ID** – You should enter the Login ID given to you by your district. Your ID may be any combination of alphanumeric and special characters, and may include spaces.
- **Password** – The password given to you should be entered. It may use alphanumeric and special character values. It is best to keep your password private. Upon logging in you may be prompted to change your password.
- **Login Area** – This area is used to select which part of the System you wish to log into. The options include: **All Areas**, **Employee Access**, **Family/Student Access** or **Secured Access**. When selecting an area, you will only be able to see options that pertain to that area, with the exception of the All Areas option.
- **Skyward, Inc** – The Skyward link at the bottom of the screen will take you to the Skyward.com home page.
- **Operating System/Browser Version** – This area identifies the Operating System (example-Windows 7, Windows 8, OS X) and the Internet Browser (example - Internet Explorer, Safari, Chrome) with the version number that you are using to access your district’s Skyward Database. This can be helpful to Skyward Support that may be troubleshooting an issue with your software.
• **Forget your Login/Password** – This option can be used to reset your password or retrieve your login name. Access to this option is based upon your district security configuration.

To use this option, you must know either your **Login ID** or the **Email** attached to your user account within Skyward. The CAPTCHA is an optional setting in your District Security Configuration. CAPTCHA provides an extra level of security when requesting a Password Reset. You need to type the letters and/or number as they appear in the box.

Clicking **Submit** will trigger an email to be sent to the Email Address attached to the user’s account based on the Email Address or Login ID entered. There will be a link within the email that should be clicked to open a Resent Password Screen.
This screen will display after you click on the link you received in an email. If the Login ID was forgotten, you can see it next to the Login field.

- **New Password** – Enter the new password to be used with your account. The password must be different than the current one and also must follow the requirements specified.
- **Confirm New Password** – Re-enter your new password in this field. If this does not match the New Password field, you will be prompted that they do not match.
- **Name Use As** – This area indicates the parts of the system that the name is connected to.
The **Account** link allows you access to information related to your user account. Within the Account, you can change your password and view your login history.
- **Change Password** – This option allows you to change your current password. Access to this option will depend upon the security configuration for your district.

After you click on Change Password, you will need to enter your **Current Password** and then click on **Submit**.

You will enter a **New Password** and then re-enter your password in the **Confirm New Password**. The password must be different than the current one and must follow the password requirements. After you have entered your new password, click on **Submit**.
• **Login History** – The Login History will display each login and login attempt. You will also be able to see the Browser, Operating System and IP Address for each login.

• **Browse Filters** – This option will display Browse screens that took longer than the specified amount of time to load.

The Browse Filters screen allows you to see the Browse Filter selected and the number of records selected to display on the screen.
- **Account Information** – The Account screen allows you to verify your account information.

The Account Information displays your email address, phone numbers and address.
Entity Selection

Skyward uses entities to help organize student data. An entity is a group of students that have similar Grading, Attendance and Scheduling needs. The number of entities depend upon the size of your district. Often times the entities will mirror the different school buildings in the district.

Depending on your security access, you may have access to the 000 Entity, which is a District Wide entity. This entity will provide access to all student data, no matter what entity they were/are enrolled at.

At the top of the screen in the upper left corner, you will see the entity currently selected. You can change entities by either clicking on the name of the entity or the arrow next to it. This will display a dropdown list of the entity(s).

From this dropdown menu, you can click on the entity you wish to work with. Next to the name of each entity, will be the Entity ID. This is most often a three or four digit number, but can include letters. You can also type the Entity ID to access the entity.

Once an entity is selected, you will be able to access data associated only to that entity. Students’ records can be access through an entity as long as they have had at least one enrollment record in it, regardless of being currently enrolled or not.
Navigating within Skyward
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You will use the tabs across the top of the screen to navigate to the module you are working in. The tabs that display are based upon your security access. The image above is a sample of a user with full access to the software.

In this example, we are navigating to the Student Profile. After you click on the Students tab at the top of the screen, you will see all of the available menu paths for the area. You can then click on the Student Profile link to access the screen.
Program Search

You can use the Program Search to locate an area within a module. If you are not in a specific area, you can click on the **Magnifying Glass** icon next to the Custom Reports tab at the top of the screen. When in a specific area, you can type in the name of the area into the Program Search field. As you type, it will display the matching areas based upon your security access.

Accessing Recent Areas

You can access recent areas by using the forward or backward arrows. If you click on the dropdown arrow in the middle, it will display a list of the modules you recently accessed. You can click on the module in the list to access that area.
You will want to use all of the buttons found on the screen. Do not click on the red X to close a window. By clicking on the red X, you might not receive a message asking if you want to save the information entered on the screen or it could prevent other users from accessing the record because the software thinks you are still on that screen.
SkyDoc stands for Skyward Documentation and is a tool you can use when you have a question or want to learn more about a specific area of the software. You will find how-to tutorials, processing checklists, report samples within SkyDoc. It is an online resource that can be accessed by clicking on the Question Mark.

You will then select **SkyDoc-Skyward Documentation**. If you click on SkyDoc within a screen with a tutorial/documentation, it will open it directly. There are three ways to navigate through SkyDoc:

- **Menu**
- **Search**
- **Index**
SkyDoc defaults upon opening to display the table of contents **Menu**. The table of contents for SkyDoc is found on the left side of your screen and it provides an alphabetical listing of all of the menu paths contained within the software. Clicking on the **plus sign (+)** in front of the entry will expand the table of contents for that item. If you click on the **minus sign (-)** it will contract the table for that area. The **pound sign (#)** will expand that item and all sub entries for that item. You can click on any item in the table of contents to navigate to that area of documentation.
When using Menu to navigate in SkyDoc, you can also click on the links on the right side of the screen.

- **Printer Icon** – If you click on the Printer icon, it will create a PDF of the documentation. When you click on the menu path next to the Printer icon, it will open a tutorial of the documentation.
- **Paper Icon** - The Paper icon means there is written content (PDF) for that area. You can click on it to view/print the documentation.
- **No Icon** - When no icon displays next to the menu, it means there is a sub-area you can access. You can click on menu to navigate to the sub-area documentation.
The **Search** option allows you to search SkyDoc for a word or phrase related to your question. You will enter the word or phrase and click **Go**. Any related documentation will appear on the left side of the screen. You can click on any item in the list to view the documentation.
**Index**

The **Index** is based on a list of key words created for each topic and works similar to the Search feature. A list of related topics will display as you type in the Index Phrase. You can click on the related topic to navigate to the documentation for that area.
Additional Tabs

The tabs displaying at the top of the screen contain links to specific areas of the Skyward Website. These tabs will be available based upon the selected menu path and if information exists for it.

- **Skyward Logo** – If you click on the Skyward Logo, it will take you to the main page of the Skyward Website.

Above is a sample of the Skyward Website.

- **View Service Calls** – This option allows you to view all Service Calls that have been submitted to Skyward. Access to this information is based upon your district setup.
This is a sample of the View Service Calls.

- **Submit Service Call** – This option allows you to create a Service Call to Skyward. Access to this screen is based upon your district user setup.

Above is a sample of submitting a Service Call. The menu path will automatically fill in based upon the area of the documentation you are viewing.

- **Submit RFE** – If you click on Submit RFE, you can create a ‘Request for Enhancement’ in the software. Access to the screen is based upon your district user setup.
This is a sample of submitting a RFE (Request for Enhancement).
• **Skyward Forums** – This option allows you to access the Skyward Customer Forums, which is a discussion board. You will need to create a user account in order to access the Forums.

Above is a sample of the Skyward Forums.

• **View Release Tutorials** – If you click on this option, you can view release notes/tutorials related to the area of the documentation that you are currently viewing.

This is a sample of the current Release Notes. If a camera displays in the second column, it means there is a tutorial/documentation for the item.
• **Knowledge Base** – This option allows you to view any known software issues.

Above is a sample of the **Knowledge Base** information.