

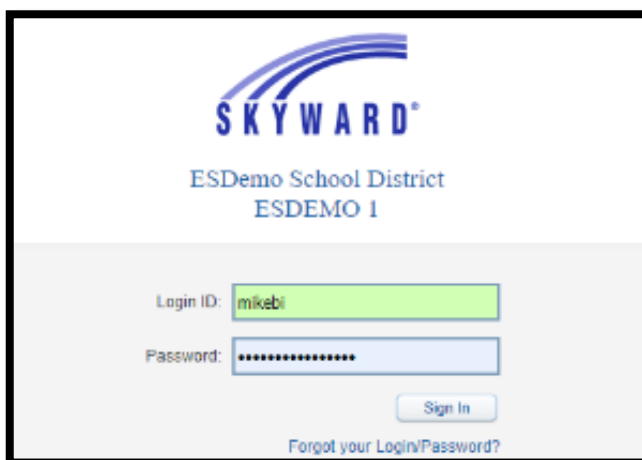
Have you heard about Skyward Academy?

This online training hub offers free live webinars dedicated to helping you become more efficient at your job; in addition to, offering our Virtual User Group.

My district is not listed, what now?

Step 1: Verify that your login screen to access Skyward is similar to the example below.

If you are not familiar with this screen, please contact Skyward IT Services Support by calling 1-800-236-0001 or by submitting an IT Services Service Call via the [Support Center](#).



The screenshot shows a login interface for Skyward. At the top, there is the Skyward logo (a blue arc above the word 'SKYWARD') and the text 'ESDemo School District ESEMO 1'. Below this, there are two input fields: 'Login ID:' with the value 'mikebi' and 'Password:' with masked characters. A 'Sign In' button is located to the right of the password field. At the bottom, there is a link that says 'Forgot your Login/Password?'.

Step 2: Find Help!

The Skyward Academy integration utilizes an optional Skyward Authorization feature that may require additional configuration by your district IT Team. If you have enabled the Support Authorization steps found on [Skyward Academy](#) and waited for more than an hour and your School District still does not appear in the District list, then please proceed with the following troubleshooting steps.

If your district is hosted in the Cloud using ISCorp Secure Cloud Hosting or Tennessee State Hosting, or you are a Managed Services customer, contact Skyward IT Services Support by calling 1-800-236-0001 or by submitting an IT Services Service Call via the [Support Center](#).

If your SMS 2.0 is hosted at the district (on-premises), then please share the following information with your district IT Team.

Step 3: SkyConnect Configuration

SkyConnect allows your School District to enable the Authorization feature, which allows Skyward users to sign-up for Virtual User Group sessions or Skyward Training using their Skyward credentials. SkyConnect must be configured and may require network communication changes between Skyward and the School District.

1. SkyConnect Communication:

SkyConnect enables secure automated communication in real time between your School District and Skyward. This communication is a required component of our District to District Student Transfer feature, Training Center, Skyward Mobile Access, and Skyward Academy; it also provides Skyward with diagnostic information about your environment to help streamline and provide you with the best customer support experience possible.

Firewall's must allow traffic from your Skyward Server to skyconnect.skyward.com on TCP port 2503. SkyConnect only transmits encrypted data using the https protocol on TCP port 2503.

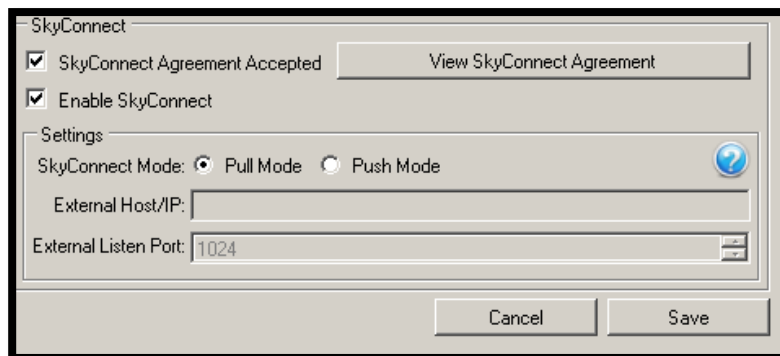
In addition to the firewall rule, we also find that some **content filters** may block the https traffic. Please verify that your district content filter allows the traffic to skyconnect.skyward.com using https on port 2503.

Skyward requires strong security for encryption. We **require TLS 1.2** to be enabled on your Skyward servers.

2. SkyConnect Configuration:

To verify the SkyConnect Configuration start Monolith from your Skyward Server desktop icon > choose Control Center > choose CAS Settings from the pull-down menu > in SkyConnect/Settings area:

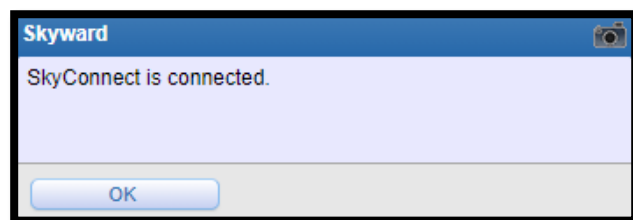
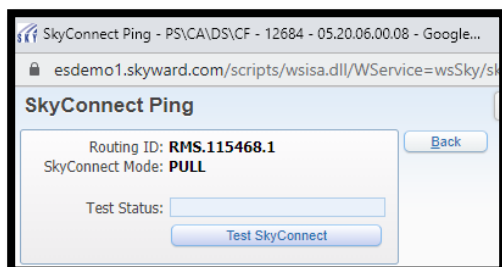
- A. View the SkyConnect Agreement: SkyConnect will send several pieces of diagnostic information from your district to Skyward. This transfer of information is performed securely and automatically, without user interaction. To view the data transfer details, click the View SkyConnect Agreement button.
- B. Verify the following settings:
 - SkyConnect Agreement Accepted
 - Enable SkyConnect
 - SkyConnect Mode: Pull Mode
- C. If needed, update the configuration to match these settings > click Save.
- D. The CAS will restart and SkyConnect will try to communicate as needed to Skyward.



3. SkyConnect Testing:

To Test SkyConnect, log into your Skyward SMS 2.0 Web and navigate to Product Setup > Skyward Contact Access > District Setup > Configuration > SkyConnect Ping > click the **Test SkyConnect** button.

A successful test will notify you that SkyConnect is connected like the example below.



We need help with SkyConnect, what now?

For additional troubleshooting and advanced configuration options review the [Monolith and SkyConnect Launch Kit](#).

We can help resolve SkyConnect problems for you. To reach us, contact Skyward IT Services Support by calling 1-800-236-0001 or by submitting an IT Services Service Call via the [Support Center](#).