

This fall, as part of our commitment to strengthen communication between our school and parents/guardians, Auburn High School is implementing a program called Family Access. This program allows parents to log-in via the Internet and review information regarding their students. You will be able to access your student's current grades, schedule (with links to teachers' e-mail addresses), attendance record, health history, vaccination dates, and contact information.

The website is a secure site that requires a system selected Username Login and Password for viewing your child's information. To get started using this program, please visit the registrar at Auburn Senior High School. You will be required to show picture ID and sign for your Username Login and Password. The website may then be accessed at <http://family.auburn.wa-k12.net>.

If you have questions regarding logging-in, please send an e-mail to ASDFamilyAccess@auburn.wednet.edu. If you have questions regarding information displayed within Family Access, please contact Arlista Holman, Registrar, at Auburn High School.

Auburn School District Family Access Frequently Asked Questions

1. **Question:** Why should I use Family Access?

Answer: Family Access is a web based tool designed to enhance parent/guardian and school communication. It is a service provided by the Auburn School District.
2. **Question:** Are there any costs associated with using Family Access?

Answer: Family Access is provided free as a communication tool for parents.
3. **Question:** Why do I pick up my username and password at my child's school?

Answer: For security reasons, we are requesting all parents and guardians pick up their username and password from their child's school. Passwords sent home with students can be misplaced or compromised. Also, it is important we know those parents responsible for education decision-making receive the correct username and password. We are asking all parents to show ID when picking up their login information.
4. **Question:** Can other people see my child's personal information?

Answer: Family Access is password protected. As long as you keep your password safe, no one else will be able to access your child's information.
5. **Question:** I can't get Family Access to work on my computer, what should I do?

Answer: Family Access is a web-based product so it should work on your computer like any other web-based application. The internet browsers that work with Family Access are:

Macintosh® 8.1-9.X: Internet Explorer® 5.1.7

Windows® 98/NT/2000/XP: Internet Explorer® 5.5+

Macintosh® 10.3 or higher: Safari® 1.2

Beta versions of Web Browsers are not supported

6. **Question:** When I log in to Family Access, I lose my connection after three to five minutes. Why?

Answer: Family Access has a default security setting that disconnects the session if your computer is idle for three to five minutes. This feature is designed to protect against unauthorized access and cannot be changed.

7. **Question:** I have forgotten my username and/or lost my password, what should I do?

Answer: To ensure security and confidentiality, please return to your child's school to pick up your username and password again.

8. **Question:** With all of the talk about Internet safety and security, how do I know Family Access is safe?

Answer: Family Access uses SSL 128-bit encryption for security on the Web. This is the same encryption system used by sites that accept credit card numbers and other secure data. Each individual parent must have a username and password *and* be designated as a member of a household linked to a student for Family Access to be viewable.

9. **Question:** I'd like to see if my child has missing assignments. Why isn't that information available in Family Access?

Answer: There are numerous modules available within Family Access. The Auburn School District has not fully tested all of the modules. The modules currently available in Family Access have been tested and are known to be stable. As the other modules are tested, they will be added to Family Access.

10. **Question:** The grades I see for my high school student are not the same as what the teacher indicated when I talked to her. How come?

Answer: For secondary students, the grades you see posted are for the most recent grading period.

11. **Question:** I have more questions about Family Access. Who can I talk to?

Answer: If you have questions that are not answered above, please send email to:

ASDFamilyAccess@auburn.wednet.edu