

## Family Access – Frequently Asked Questions

Q – Why should I use Family Access?

A – Family Access is a web based tool designed to enhance parent/guardian and school communication. Your use of the Family Access website is voluntary.

Q – Why are only some of my student’s grades and assignments available?

A – At this time Family Access is a pilot program. Some teachers are testing this program while others are testing other communication tools.

Q – Does Family Access cost money or is there a fee that I have to pay?

A – Family Access is provided as a free service of the Tumwater School District.

Q – Do you have a privacy policy?

A – Yes. On this web site, personal information about you is collected only when you supply it voluntarily by completing one of our forms. We make every reasonable effort possible to keep your personal information private. For instance, we do not share your personal information with any third parties except in cases that you give us permission to do so. In accordance with the Family Education Rights and Privacy Act (FERPA) information is released to school district personnel as needed. We reserve the right, however, to disclose personal information if required to do so by law, or in good faith believe that such action is reasonably necessary to protect the rights, property or safety of the public.

Q – I can’t get Family Access to work on my computer, what should I do?

A – Family Access is a web based product, so it should work on your computer like any other web based application, such as Netscape or Internet Explorer. First, you should check to make sure you have the right Family Access web site address, or URL. You can access the Family Access web portal from the “Parents” pull down tab on the Tumwater School District Public Schools home page at: [www.tumwater.k12.wa.us](http://www.tumwater.k12.wa.us).

Occasionally, the Family Access web server may be down for maintenance. This will usually take place after 9:00 p.m. on Friday night until 12:00 noon on Sunday morning. These maintenance weekends occur usually the first weekend of the month. If you get an error message, please try again as needed.

If you are still having problems, you can email us at [familyaccess@tumwater.k12.wa.us](mailto:familyaccess@tumwater.k12.wa.us) and the Family Access Systems Administrator will get back to you as soon as possible. Please note Tumwater School District does not support off-site technology or software applications; for computer or software problems please consult your computer dealer or software vendor.

Q – When I log on to Family Access, I lose my connection after three to five minutes. Why?

A – Family Access has a default security setting that will terminate your connection if your computer is idle for longer than three to five minutes. This feature is designed to protect against unauthorized access and cannot be changed.

Q – Are all Tumwater Schools on Family Access?

A – No, at this time only a few selected teachers at BHHS and THS are participating in the Family Access Pilot Program. The information provided by each school and teacher may vary.

Q – I have forgotten my user name and/or lost my password, what should I do?

A – To ensure security and confidentiality, please submit another Family Access web application via the Family Access web site at [www.tumwater.k12.wa.us](http://www.tumwater.k12.wa.us). Remember you will need to click on the “Parents” pull down tab. Your user name will remain the same but you will be issued a new password which will be mailed/emailed to you.

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

A – Family Access uses Secured 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. The District’s Family Access Administrator is responsible for setting security and access to student records, as determined by District procedure. Each individual, whether student, parent, or staff member, must be given a user name and password and be designated as a member of a household linked to a student in order to view Family Access information.

Q – Can I get my high school student’s transcript through Family Access?

A – Unfortunately, transcripts are not available through Family Access. They may be requested, however, from your student’s high school registrar.

Q – Can my student access the same information I can?

A – Students who have one of the participating teachers will be provided the opportunity to access their information using their own user name and password. We will not provide your student with your access information.