Skyward – Parent/Guardian Frequently Asked Questions

Questions	Answers
1. Where can I find information about Skyward?	Go to www.OCPS.net, then Current Families, then Skyward Information. This is the parent website for all Skyward information.
2. How do I register for a Skyward account?	Go to the website above and then click on "How to Register".
3. Will I have both an OCPS Parent Portal login and a Skyward login?	No - you will only have an account for the OCPS Parent Portal – you will not have a direct Skyward account. The OCPS Parent Portal verifies your identity from Skyward data.
4. What do I do if I have a problem registering for the OCPS Parent Portal?	Contact the registrar or Skyward Site Coordinator at your school. They will verify a few correction steps and then they may need to send the issue on to the district for correction. You may be asked to complete a "Help Form" or "Parent Portal Concerns Form" which can be found on the website above. Provide the form to the school so they can research your issue.
5. What is my user name for my LaunchPad (OCPS Parent Portal)?	Your email or cell phone number. These MUST match what has been entered in Skyward. You will get a message stating "your account information was not found" if these do not match what is in Skyward.
6. How does each parent or guardian get a separate login account to Skyward?	Different cell numbers or emails must be used for separate accounts.
7. Are there any registration codes for the OCPS Parent Portal that the school provides?	No – the OCPS Parent Portal is tied to your cell number or email which must be entered in Skyward.
8. If I have an issue and have reported it to the school, how long will it take the problem resolved?	It will take about a week to get the issue resolved. You may also receive communication from school or district staff asking you to confirm the data which should be updated in Skyward so you can then log into the system.
9. How can I reset my LaunchPad password?	Passwords are only reset in the OCPS Parent Portal under Profile - not through Skyward.
10. How long will it take after I register my new OPCS student before I can get into Skyward?	Once your student's data is correctly entered in Skyward, the next day you will be able to register for an OCPS Parent Portal account. Once you have successfully registered, you will be able to click on the Skyward Family Access icon to automatically log in.
11. What is the website where I log into Skyward?	http://parents.classlink.com/ocps This is the OCPS Parent Portal (LaunchPad) where parents will log in to get automatic access to Skyward Family Access, Canvas and other OCPS parent systems.
12. Should I get emails or texts from "ClassLink"?	Yes – when you register or reset your password. ClassLink is the vendor that provides the OCPS Parent Portal.

Questions	Answers
13. Do I need a separate account for all of my OCPS students?	No – once you establish your Parent Portal account and your data is entered correctly in Skyward, you will see all of your OCPS students with one account.
14. What is the name of the Skyward parent portal?	Family Access
15. Is there any documentation for registering or using Skyward?	Yes – on the website at the top.
16. Are there any times when the system will be down when I cannot use it?	Yes – the 2nd weekend of each monthly is the scheduled time for normal maintenance so the system may be unavailable during those times. Also, on Saturday nights from 10:45 – 11:15 PM, the system will also be unavailable for scheduled maintenance.
17. What do I do if I'm only seeing one of my two OCPS students	Contact the registrar or Skyward Site Coordinator at your school. They will verify a few correction steps and then they may need to send the issue on to the district for correction. You may be asked to complete a "Help Form" or "Parent Portal Concerns Form" which can be found on the website at the top. Provide the form to the school so they can research your issue.
18. Where can I see all of the Assignments and important dates in Skyward?	Calendar tab
19. Can I see my student/s progress reports and report cards in Family Access?	Yes – in the Portfolio tab
20. How do grades get into Skyward if teachers are using Canvas for Assignments?	There is an automated process called "grade pass back" which allows the teachers to automatically send assignments and grades from Canvas to Skyward.
21. Why are classes showing up twice on the Schedule tab for my elementary school student?	Elementary classes in Skyward are setup in 15 minute increments, so you will see classes listed twice for each period.
22. When will state assessment scores show up in Skyward?	Scores will appear when they have been received and imported into Skyward.
23. Where can I see how my high school student is progressing towards graduation requirements?	The Graduation Requirements tab shows the status of your student earning the high school credits required for graduation.
24. Is there a translate feature in Skyward?	No – but the translate feature of a web browser can be used to translate the Skyward screen into different languages.
25. Are there other Skyward modules that will be coming in the future?	Yes – New Student Online Enrollment (for students who have never been in OCPS before) will be released in the future.