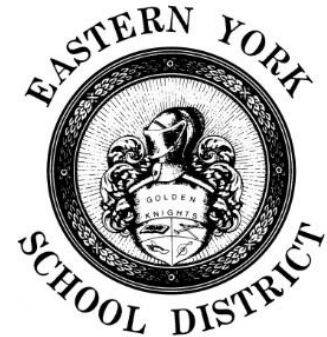


LOGIN/PASSWORD ASSISTANCE

PLEASE MAKE NOTE OF THE FOLLOWING INFORMATION:

- A User has 3 attempts to log into Family Access. If login is not successful, the user account will be automatically inactivated and the user must contact their student's school office to have the account manually reactivated.
- In order to avoid your account becoming inactivated and delaying your ability to log into the program, after 2 unsuccessful attempts, use the [Forgot your Login/Password?](#) link directly below the Sign In button on the SkyPort login page.
- An e-mail containing your User ID and a link will be sent to the e-mail address registered in your Family Access account. When you receive the e-mail, click on the link provided, or copy and paste it into the address bar of your browser, to access the screen to reset your password. This link is time sensitive and will expire if you do not activate it in a timely manner. If it expires, click on the [Forgot your Login/Password?](#) link for another e-mail to be generated with an active link.
- Follow the remaining steps to reset your password and gain access to your account without delay!



Skyward Family Access
EASTERN YORK SCHOOL DISTRICT