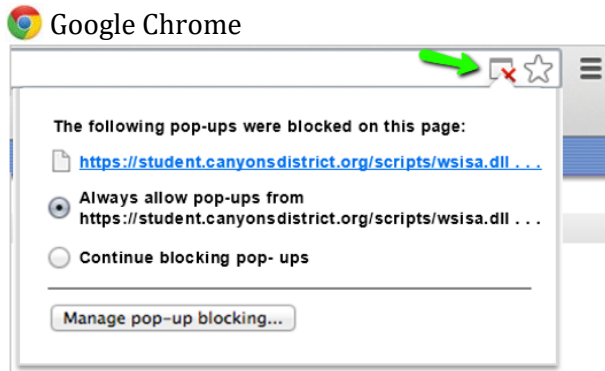


Online Registration Common Issues

- After signing into Family Access with my login, why does my login and password disappear?
 - Popup is blocked



- Why do I not have online registration as an option?
 - Logged in using student's login or your are not listed as a primary guardian
 - Your student is not active or enrolled at a school
- In online registration why can I see the steps but not complete nor submit?
 - Most likely you are not logged in as a primary guardian
 - If you are logged in as the primary guardian, you may be logged in more than once
- After reviewing and closing a step in online registration why am I back to the login screen?
 - Your browser may have hidden or minimized the previous screen. Check behind the login screen by minimizing the screen or look on your task bar (PC) or dock (MAC)
- Why does it say that the wall is not available
 - This only means that your student's school has not posted any messages on your wall. Proceed to online registration
- Why am I getting the message incorrect login and password even though my password is correct or just reset
 - Be sure you are on Canyons District Family Access login page

A screenshot of the Skyward login page. At the top is the Skyward logo and the text "Canyons School District Student Production". Below this are two input fields: "Login ID:" and "Password:". A "Sign In" button is positioned below the password field. Below the button is a link that says "Forgot your Login/Password?". At the bottom right, there is a timestamp "05.15.02.00.07". At the bottom left, there is a "Login Area:" dropdown menu currently set to "Family/Student Access".