Back-to-School Registration
Frequently Asked Questions

- What type of device should I use to complete Back-to-School Registration?
  - Desktop/Laptop Computer (Mac or PC)
- Who can complete Back-to-School Registration for a Student?
  - Primary family guardian listed with the school
- Can I reset my own Skyward Family Access login?
  - Yes. Click Forgot Login/Password on the login screen.
- What day is the first day of school?
  - August 21, 2023 (Kindergarteners start August 24, 2023)
- Why am I receiving a message stating that my student has Outstanding Fees or is Out of Compliance on Vaccinations?
  - Your student has outstanding fees either at their current or previous school. You can pay current fees online or speak with the school with the outstanding fees. Your student is out of compliance on vaccination/s. *You'll need to speak to your student's school.*
- How can I reset my password for REVTRAK?
  - Click "forgot password" on the RETRAK Contact Us login screen.
- Why can't I see fees on the REVTRAK page
  - Your student's school still needs to add them. *You'll need to speak to your student's school.*
- How can I contact REVTRAK?
  - Call 1-888-848-2194 or Contact Us on REVTRAK site
- Why can I not see my student's schedule?
  - Back-to-School Registration hasn't been completed/submitted for the student
  - Your student has outstanding fee at his/her current or previous school
  - Your student has a vaccination/s that is out of compliance
  - Your student's school hasn't released schedules
- Need help registering for Canyons Virtual Academy
  - Please call CVA at 801-826-5220
- How can I get help with Back-to-School Registration
  - Your student's school is a good resource. School typically also have a Walk-In Registration day to assist guardians in person with completing Back-to-School registration. There is also a call center available to help with Back-to-School Registration from Aug. 7th until Aug. 18th to help with logins and issues with the registrations pages 801-826-5525.