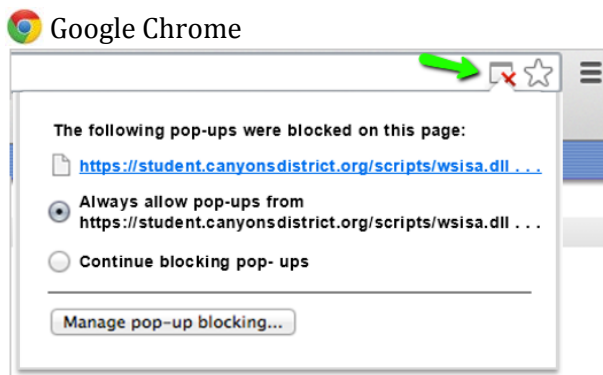
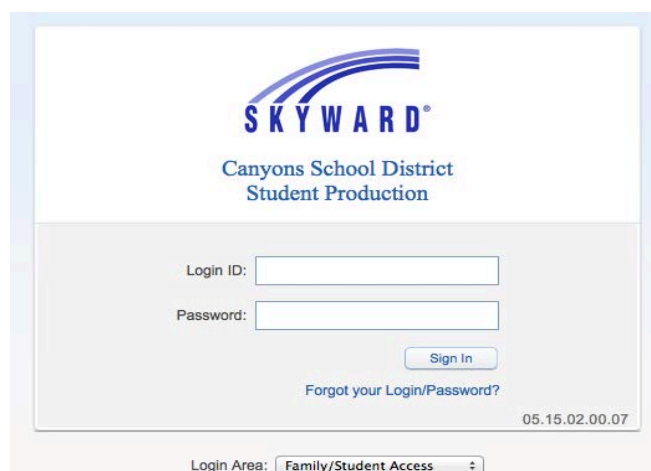


Online Registration Common Issues and Solutions

- 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 do I not have online registration as an option?
 - Logged in using student's login or
 - Your student is not active or enrolled at a school (Contact school)
- In online registration why can I see the steps but not complete or 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. Exit all screens and log in again.
- 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)
- After signing into Family Access with my login, why does my login and password disappear?
 - Your browser is blocking popups. Popups need to be allowed for this site



- Why am I getting the message incorrect login and password even though my password is correct or has just been reset
 - Be sure you are on Canyons District Family Access login page (see below)



- Questions about your student's schedule, fees, vaccinations, lockers, custodial issues or other school information
 - Contact your student's school
- Receiving a message about **OUTSTANDING FEES, or VACCINATIONS OUT OF COMPLIANCE**
 - Contact your student's school
- Can I reset my own Skyward Family Access login?
 - Yes. Click Forgot Login/Password on the login screen.