

Family Access – FAQs

Q: Can anyone surfing the web see my students' information.

A: No, the information is protected by a firewall, and each parent has a unique username and password.

Q: What do I do if I have forgotten my username or password?

A: Simply click on the "Forgot username or password" link on the Family Access login screen.

Q: If I have students enrolled in more than one school in Peoria Public Schools will I have more than one login and password?

A: No, you access to all of your currently enrolled students via one login.

Q: Can I change my password or login for this website?

A: Yes. Use the "Account Info" button at the top of the screen. This will open another screen that will allow you to update your password or login. You will need to enter your current password to make the change.

Q: Can I change my e-mail address that is in the system?

A: Yes. The first time you login to Family Access the system will ask you to provide your e-mail address. You can update this information by clicking on the "Account Info" button at the top of the screen. You will need to enter your current password to make the change.