

GRAND RIDGE ELEMENTARY E-NEWS

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REACH FAR, BE GRAND.

AUGUST 20, 2009

Thank you! Thank you! Thank you! The Grand Ridge office staff would like to thank the **488 families** who attended Taking Care of Business Days and the **53 parent volunteers** who worked so hard to make this event a huge success! Getting this much paperwork processed prior to the first day of school will help ensure a smooth beginning to the new school year.

Send us an email message – GROffice@issaquah.wednet.edu -- to give us your feedback about Taking Care of Business Day. We'd like to know what we can do, if anything, to improve this event next year.

If you were unable to attend Taking Care of Business Day, you may pick up your “family packet” and school supplies kit (*only* if you pre-ordered a kit last spring) in the school office before Friday, August 28 (Monday through Friday, 9:00 am and 2:00 pm) or at the “Meet the Teacher” event (Tuesday, September 1, from 2:30 to 3:30 pm). All back-to-school paperwork is due Friday, September 4.

A reminder to parents of children who have a health-care plan on file at school – health-care plans and medications are due in the nurse's office by **Friday, August 21**. It is necessary to have adequate time to process and approve the medication administration before the first day of school.

Are you anxious to find out whom your child's teacher will be? We encourage you to set up your Family Access account *today* so you'll have what you need when teacher assignments go live on Friday, August 28 at 5:00 pm!

Setting up/Logging in to your Family Access Account

- ❶ Go to www.issaquah.wednet.edu/family/FamilyAccess/
- ❷ Click on “Family Access”
- ❸ Click on “Log in to Family Access”
- ❹ Click on “Forgot your login or password?”
- ❺ Type in your e-mail address; click “Submit” (*Note: The e-mail address you type in here must match the e-mail address on file in the school office and in Family Access.*)
- ☐ Check your e-mail inbox for a message containing your Login and Password. (*Note: Your Login is NOT your e-mail address.*)
- ☐ Once you receive your Login and Password, repeat Steps 1-3 above; type in your Login and Password at the prompt

Are you having trouble logging on to Family Access? Some troubleshooting tips are outlined below. If you still have questions, contact the school office at (425) 837-7925.

Q: I've never used Family Access before. How do I request my Login and Password?

A: Refer to Steps 1-6 outlined above.

Q: I had a Login and Password at one time, but I forgot what they are. How can I get them?

A: Refer to Steps 1-6 outlined above.

Q: I requested my Login and Password by typing in my email address, but I got a message that says, "No Matching email account has been found." What do I do now?

A: You will need to contact the school office, (425) 837-7925, to verify that the e-mail address in your Family Access account matches the one you are typing in at the prompt.

Q: I typed my Login and Password in when prompted to do so, but I couldn't log on. What's going on?

A: Be sure you are typing in your Login correctly. Typically, your Login consists of the first 5 letters of your *last* name + the first 3 letters of your *first* name + 3 *numbers* (usually three zeros.) If your last name contains fewer than 5 letters or your first name contains fewer than 3 letters, you must type in enough blank spaces to equal five spaces or three spaces, respectively. Also, be sure you are typing zeros at the end – that's the number zero, not the letter "O".

Examples of Family Access Login's:

If your name is Jane Swanson, your Login would be "SWANSJAN000."

If your name is Jane Swan, your login would be SWAN JAN000. (Note: You must type in one blank space between the "N" and the "J".

If your name is He Xu, your login would be XU HE 000. (Note: There are three blank spaces between the "U" and the "H"; and there is one blank space between the "E" and the three zero's.)

Q: I have more than one child who attends Grand Ridge, but I can view only one child's information. Do I need separate Family Access accounts for each child?

A: No. Parents should be able to view all of their children's information using one Login and Password. In order to do so, siblings and parents must be "linked" to the same family within Family Access. Call the school office, (425) 837-7925, to be sure you family is "linked" properly.