

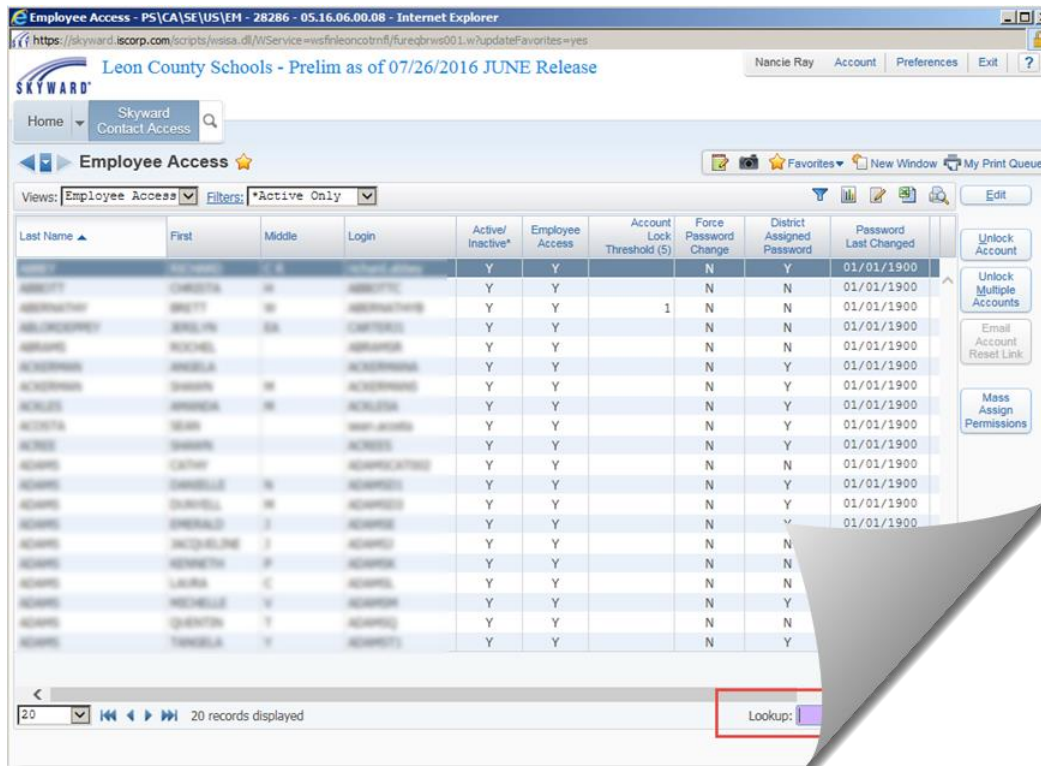
# Skyward User's Manual



## Skyward School Business Suite, How to Unlock a Skyward Account -

Prepared for  
Leon County School District

*Date: August 31, 2016  
Version 1.0*



The screenshot displays the Skyward Employee Access interface. At the top, it shows the user 'Nancie Ray' with options for Account, Preferences, and Exit. The main area contains a table of employee accounts with the following columns: Last Name, First, Middle, Login, Active/Inactive, Employee Access, Account Lock Threshold (S), Force Password Change, District Assigned Password, and Password Last Changed. The table lists 20 records, all with 'Active/Inactive' set to 'Y' and 'Employee Access' set to 'Y'. A red box highlights the 'Lookup:' field at the bottom right of the interface.

Last Name	First	Middle	Login	Active/Inactive*	Employee Access	Account Lock Threshold (S)	Force Password Change	District Assigned Password	Password Last Changed
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	Y	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y	1	N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900
ABBITT	CHRISTINA	DA	ABBITTCD	Y	Y		N	N	01/01/1900

## TABLE OF CONTENTS

---

How to Unlock a Skyward Account.....	1
--------------------------------------	---

### DOCUMENT CONTROL

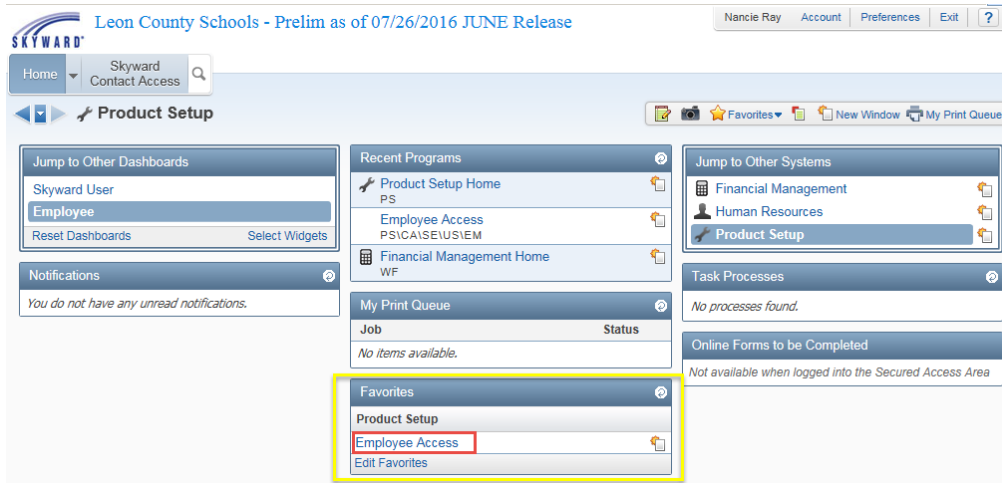
<b>Author</b>		Skyward Management Team	
<b>Title</b>		How to Unlock a Skyward Account	
<b>File Name</b>		Employeeaccess - Unlocking Skyward Accts.Docx	
<b>Milestone</b>		End User Training	
<b>Last Edited</b>		8/31/2016 3:57 PM	
<b>Number of Pages</b>		4	
<b>Version</b>	<b>Revision Date</b>	<b>Revision Comments</b>	<b>Author</b>
1.0	8/31/2016	Created Document	Judy Knerr / Scott Whittle

## How to Unlock a Skyward Account

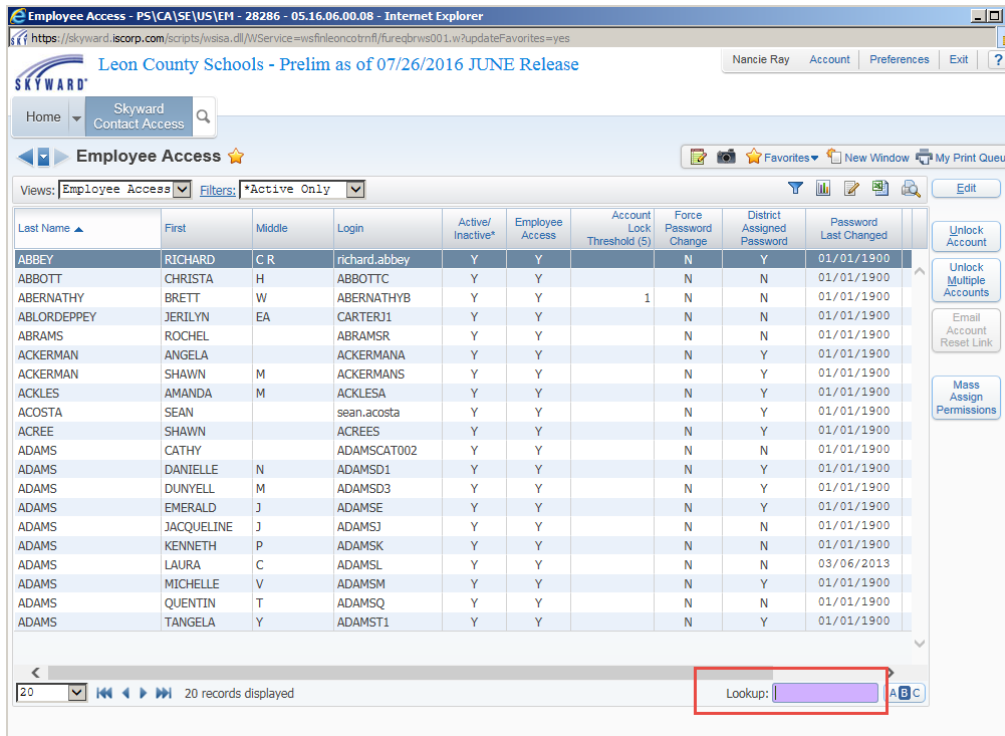
If you receive a call from an employee stating that they are 'locked out' of Skyward, follow these steps to unlock their account.

1. Go to this path: **PS\CA\SE\US\EM**

(You may have a **'favorite'** set on your Skyward Main screen. See example below.)



You should see the screen shown below.



# SKYWARD® How to Unlock a Skyward Account

2. In the **LOOKUP** box, type in the last name of the person and press the **ENTER** key. This will reposition your search to that area. Note: sometimes you may need to scroll forwards or backwards to locate the person by last name, first name.
3. When the user is displayed, you will see that their account is locked by noting the **highlighted text in the Account Lock column**. See example below. Select the user by clicking once on the line of their name and click the **UNLOCK ACCOUNT** button on the right side.

At this time the account will be unlocked.

The screenshot shows the Skyward Employee Access interface. The table below represents the data shown in the interface:

Last Name	First	Middle	Login	Active/Inactive*	Employee Access	Account Lock Threshold (5)	Force Password Change	District Assigned Password	Password Last Changed	Actions
WATKINS	SADE	E	WATKINS	Y	Y		N	Y	01/01/1900	<a href="#">Unlock Account</a> <a href="#">Unlock Multiple Accounts</a> <a href="#">Email Account Reset Link</a> <a href="#">Mass Assign Permissions</a>
WATKINS	TIMOTHY	G	WATKINST	Y	Y		N	Y	01/01/1900	
WATSON	ALIANNE	S	WATSONA2	Y	Y	2	N	N	01/01/1900	
WATSON	ASHLEY	L	WATSONA	Y	Y		N	N	01/01/1900	
WATSON	CURTIS		WATSONC	Y	Y		N	N	01/01/1900	
WATSON	FAYE	C	WATSONF	Y	Y	6	N	N	03/13/2013	
WATSON	LAUREN	E	WATSONL	Y	Y	1	N	Y	01/01/1900	
WATSON	NANCY	H	WATSONN	Y	Y		N	N	01/01/1900	
WATSON	SHEILA	L	WATSONS	Y	Y		N	Y	01/01/1900	
WATSON	TAMMY	C	WATSONT2	Y	Y		N	N	04/15/2013	
WATSON	TONI	L	WATSONT0491	Y	Y		N	N	01/01/1900	
WEATHERSBEE	CARL	W	WEATHERSBEEC	Y	Y		N	N	01/01/1900	
WEATHERSPOON	KATIE	M	WEATHERSPOONK	Y	Y		N	N	01/01/1900	
WEAVER	CINDY	S	WEAVERC	Y	Y		N	Y	01/01/1900	
WEAVER	KARA	L	WEAVERK	Y	Y		N	Y	01/01/1900	
WEBB	LAURA	M	WEBBL	Y	Y		N	Y	01/01/1900	
WEBB	MEGAN	F	WEBBM	Y	Y		N	Y	01/01/1900	
WEBB	SHARON	V	WEBBS	Y	Y		N	Y	01/01/1900	
WEBBER	RACHEL	E	WEBBERR	Y	Y		N	N	01/01/1900	
WEBSTER	JUANITA	L	PARKERJ2	Y	Y		N	N	01/01/1900	

4. Once you are finished, click your **HOME** button (top left corner) and the system will return you to your main Skyward screen.