

# Skyward Login Assistance

## To Log In:

- ⇒ Go to: [www.wenatcheeschools.org/whs](http://www.wenatcheeschools.org/whs)
- ⇒ Click on “FOR STUDENTS” in the black menu bar.
- ⇒ Then click on “Online Grades 9-12.”
- ⇒ Enter your Login ID and Password.



*If you are **unable** to get into your account, please see below for possible solutions:*

**Pop-up Blocker** is preventing you from logging in: Click on the “retry” box and it will open.

**Expired Password:** once in the document, a box pops up on the left and says, “Expired Password.” Follow the instructions provided in the box and you should be able to access your account (once you put in the new password you want) without having it reset by WHS.

## **Login ID/Password Is Not Working:**

- ⇒ A blue skyward box pops up and says, “Invalid login or password.” This means your login and/or password was incorrectly entered.
- ⇒ If you have forgotten your Login ID or Password information, click on the “Forgot your Login/Password?” link for instructions on how to reset. This will email the account you have associated with the skyward. For most students, this will be your school email address that you use for Google docs. For parents, this will be the email address you provided when signing up for skyward (if you are a school employee, this will be your WSD email address unless you provided an alternative email address).
- ⇒ If you attempt to get into your account multiple times and are unable to get in, you will be locked out. Please try the “Forgot your Login/Password?” link if you are unable to remember your password after the first 2 attempts.

## **Common Reasons For Passwords Not Working:**

- ⇒ **Skyward is case sensitive** – make sure your caps lock is not on & that you are using the correct series of upper/lower case.
- ⇒ **Skyward provides services to other schools**, as well as, WHS. Make sure that your Skyward shows “Wenatchee School District” under the Skyward heading. If there is no Wenatchee School District listed, you are using the wrong Skyward and as you attempt to log in you will be told your password is invalid. Go back to the schools web page and select skyward from our websites.
- ⇒ If checking your grades, double check you are signing into the correct area. **The login area that you used for middle school will NOT work** for the high school. Please use Skyward (or Online Grades 9-12).
- ⇒ Some students mistakenly use their Google docs login/password information for Skyward. **Skyward and Google docs use different login/password information.**
- ⇒ You are using your school ID # to login – **your id # will not work as a password.**