

# Connecting with Families using Skyward Message Center

**FAQ**  
teacher edition

- Q. What if I do not have any courses listed under Teacher Access>My Classes?**
- A.** Please contact your building secretary. They will need a list of students from you to add to the appropriate course/section in Skyward. Please also supply the secretary with the appropriate effective date (i.e. Did service start at the beginning of the school year or on a specific date during the school year?). Teachers can only use Message Center if they have a course with students assigned to them in Skyward.
- Q. What if my class roster is not correct?**
- A.** Please contact your building secretary. They should be able to update the roster based on the information you provide.
- Q. Will every parent/guardian receive the email or see the post?**
- A.** Only parents/guardians with valid email addresses in Skyward will receive the message if set to send as an email. All parents/guardians with Skyward family access should be able to see wall posts if they login to Skyward and you have made the post available to parents.
- Q. If I send a message as an email, must a parent/guardian login to Skyward to see it?**
- A.** No. Emails will be sent to the parent/guardian's email address listed in Skyward. Conversely, parents would need to login to Skyward if your message was only posted to the wall.
- Q. If the message is sent via email, will parent/guardian email responses come back to my email inbox.**
- A.** It depends. When the recipient replies to your email, the reply should come back to your email inbox as long as your email was in the from box under the emailing options section. If the address in the from box is incorrect or an address that does not belong to you, you would not receive the replies.
- Q. If the message is set to post only, will parent/guardian email responses come back to my email inbox.**
- A.** It depends. If the message is set up to post only and the "allow parent and/or students to respond to this message" option(s) are checked, responses would only be shown within the message in Message Center. If the "allow parent and/or students to respond to this message" option(s) are *not* checked, parents would not be able to respond to the message. If the "allow parent and/or students to respond to this message" option(s) are *not* checked but the "post my email address for parents viewing this message" option is checked, parents/guardians would be able to click on the teacher email link to reply to the post.

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- Q. Can I see what my wall post looks like from the parent/guardian/student view?**  
**A.** Yes. When on a student's profile page, expand Family Access Display and select Home.
- Q. Why would I want to recall a message?**  
**A.** Messages can be recalled if you made a mistake in your messaging or if the message is no longer pertinent. Recalling a message will remove it from the wall, but will not remove sent emails from parent/guardian email inboxes.
- Q. How can a parent/guardian's email address be added to Skyward?**  
**A.** Parents/guardians have the ability to add this information in Parent Access. After logging in they would go to My Account, edit the appropriate email box in account settings, and click save. If there are multiple parents/guardians in the same family each parent/guardian should be able to edit each other's email addresses. Guardian email addresses can also be entered by building office staff.
- Q. Will email recipients be able to see who else received the email?**  
**A.** No. Skyward Message Center email messages are sent individually. Messages sent to multiple recipients using Message Center are the same as blind carbon copy (BCC) in other email formats.
- Q. Can I tell if a parent/guardian has logged into Skyward parent access?**  
**A.** Yes. When on a student's profile page, expand Student Info and click on Family Access History.
- Q. Do I use Skyward Message Center to send an email to an individual parent?**  
**A.** While it is possible to use this method, it is probably easiest to send messages to an individual parent by clicking on the individual's email address on the student's profile page.
- Q. At Raymond, would I only email and post to parents/guardians?**  
**A.** Yes. Raymond students do not typically login to Skyward.

If you have additional questions, please send an email to [DataHelp@District87.org](mailto:DataHelp@District87.org).