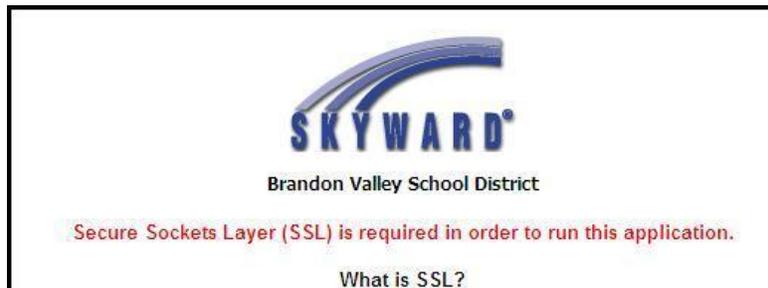


**Skyward Educator Access Plus now requires a higher level of security for webpage transmission.**

What this means for the average parent is that you will need to re-create your shortcut links to your Family Access application.

This document will correct the following error with Family Access.



If you are using **Internet Explorer 7**, begin with [Step 1](#)

If you are using **Firefox 2**, begin with [Step 21](#).

If you are using **Firefox 3**, begin with [Step 23](#).

If you are using **Google Chrome**, begin with [Step 28](#).

If you are using **Internet Explorer 6**, begin with [Step 49](#).

**If you are using Internet Explorer 7, complete Steps 1 through 20.**

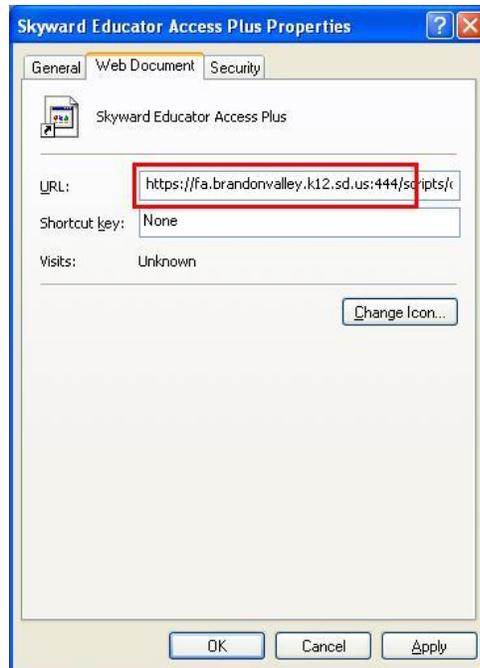
If you already have a shortcut icon on your desktop, complete steps 1 through 5.

If you do not have an icon/shortcut, begin with step 6.

1. Find your Family Access icon on your desktop or your favorite.



2. **Right Click** on the icon, and select **Properties**.
3. On the **Web Document tab**, change the URL to:  
<https://fa.brandonvalley.k12.sd.us:444/scripts/cgiip.exe/WService=wsFam/fwemnu01.w>
4. You only have to add an **“S”** after ‘http’ and a **“:444”** after the ‘fa.brandonvalley.k12.sd.us’



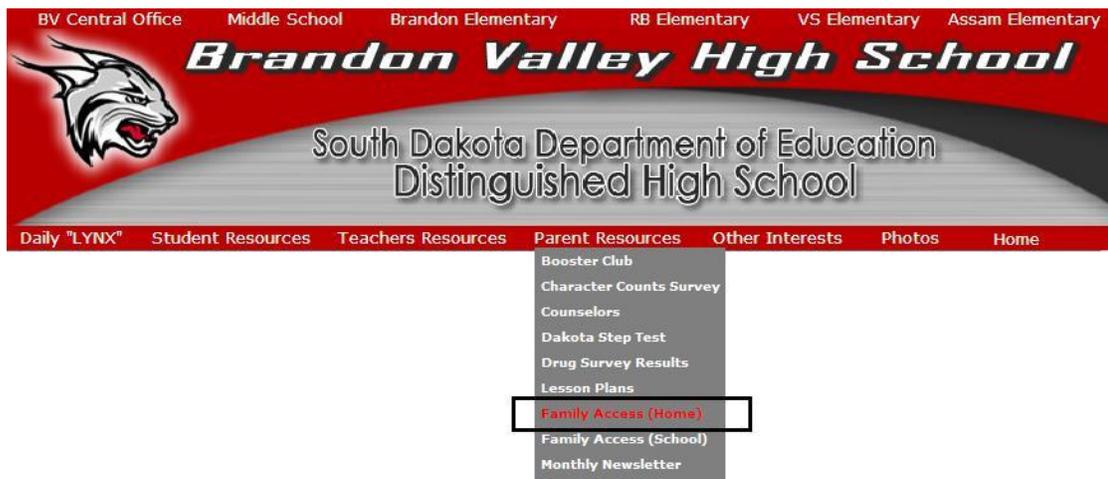
5. Click the **OK** button.

You could also delete the shortcut/favorite and re-create it.

If you receiving a security warning, go to **Step 11** to fix it.

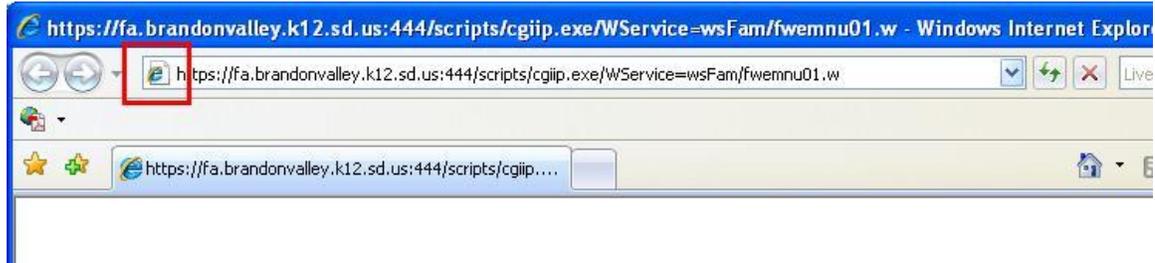
If you do not already have a Family Access icon on your desktop, follow steps 6 through 10 to create one.

6. Go to the webpage <http://brandonvalley.k12.sd.us>
7. Click on **Parent Resources**, and **Family Access (Home)**



8. This will open a new window with Family Access

9. **Right-click** on the IE icon in the address bar.

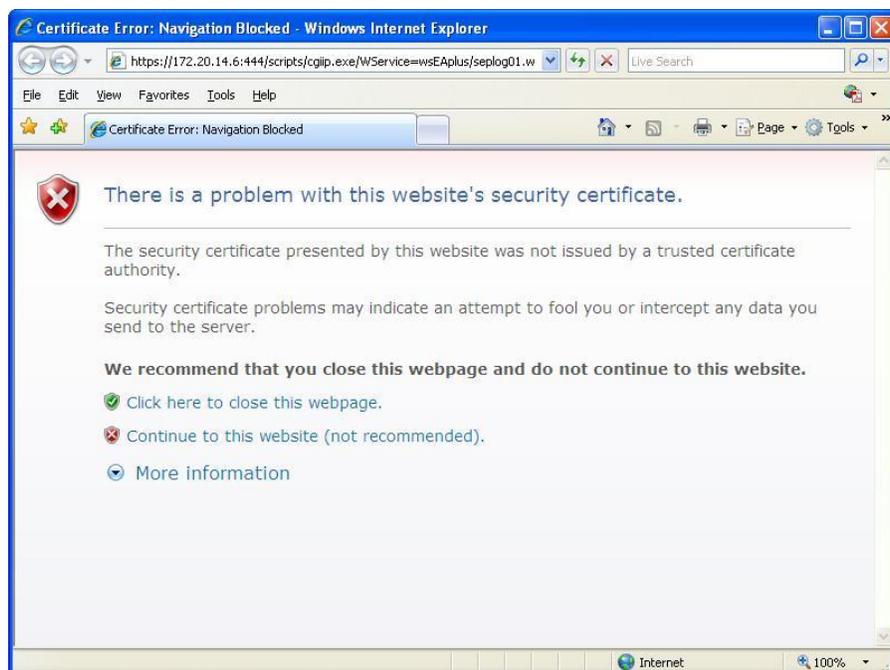


10. Click and drag to the desktop, and select **Create Shortcuts Here**.



Now you have an icon on your desktop for your Family Access Gradebook!

**If you are receiving a security warning, complete Steps 11 through 20.**



11. Click on the **Continue to this website (not recommended)** link
12. Click at the top of the screen where it says **Certificate Error**.
13. Click on **View Certificates**



14. This will open up a new window. In this window, click on the **Install Certificate** button.



If you are missing this Install Certificate Button, [CLICK HERE](#).

15. Click the **Next** button.
16. Leave the default selections and click **Next** again.

17. Click the **Finish** button.
18. Click **Yes** on the security warning.



19. You should get a new box open stating the import was successful.



20. Click the **OK** button.

You should be able to use the Family Access Gradebook just like normal!

**If you are using Firefox 2, continue below.**

**If you are using Firefox 2, complete Steps 21 and 22.**

21. Complete [steps 6 and 7](#) above.
22. When you open the Family Access link, you should be prompted with the following Error. Click to select **Accept this certificate permanently**, and click the **OK** button.



**If you are using Firefox 3, complete Steps 23 through 27.**

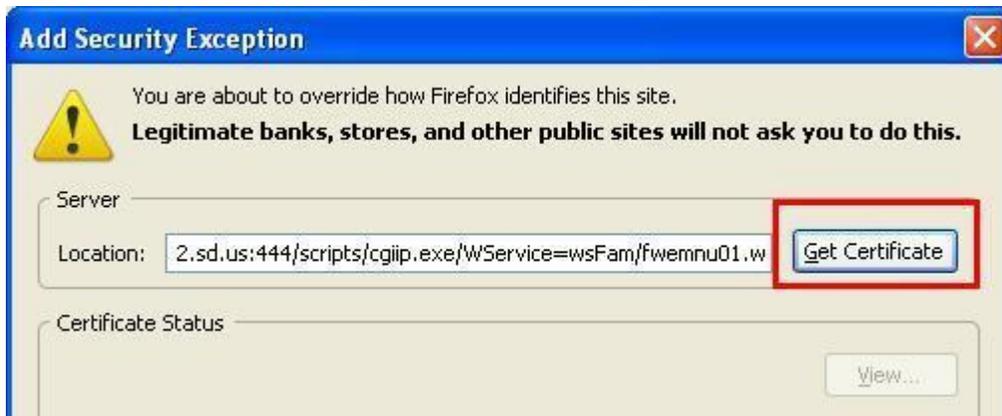
23. Complete [Steps 6 and 7](#) above.
24. When you open the Family Access link, you should be prompted with the following Error. Click on the **Or you can add an exception** link.



25. When you click on this link, Firefox will warn you about adding an exception. Click on the **Add Exception...** button.



26. Firefox will warn you once again about adding the security exception. Click the **Get Certificate** button.



27. This will show the actual Family Access certificate. Make sure the box is checked that says **Permanently Store this Exception**, and click the **Confirm Security Exception** button.



You should now be able to use Family Access like normal!

If you are using Google Chrome, complete Steps 28 through 48.

28. Complete [Steps 6 and 7](#) above.
29. When you open the Family Access link, you should be prompted with the following Error. Click on the **Proceed Anyway** button.



30. This will bring you to the Family Access Site. If you would like to install the certificate, continue with **Step 31**.

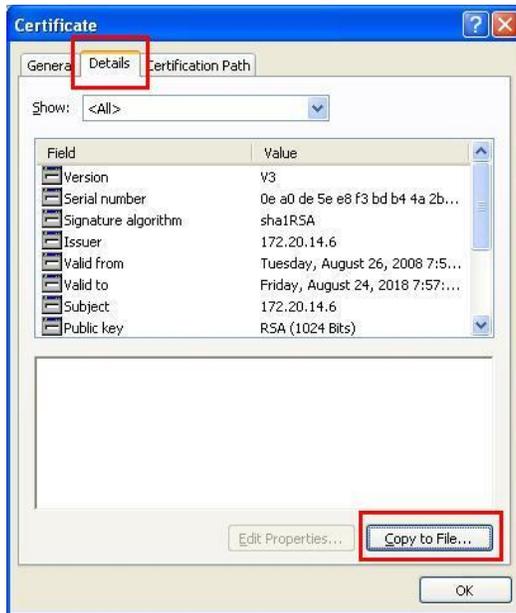
31. When you proceed to the Family Access site, click on the **Orange Exclamation** point in the URL bar. This will show you the security information of the page.



32. Click the **Certificate Information** button.



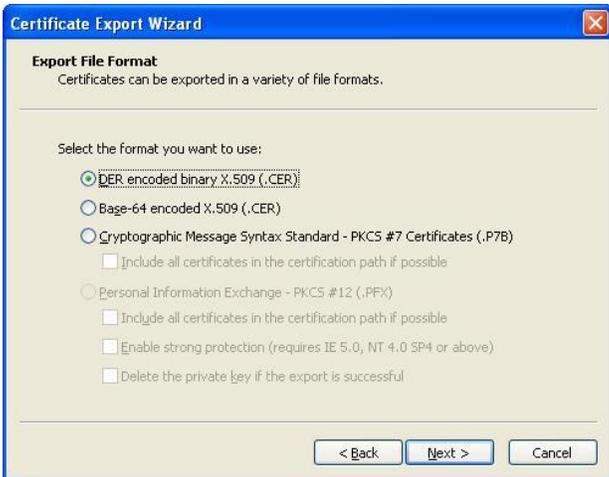
33. This will open up the Certificate information window. Click the **Details** Tab, and the **Copy to File** button.



34. This will bring you to the Certificate Export Window. Click the **Next** button.



35. Leave the Defaults, and click the **Next** button again.

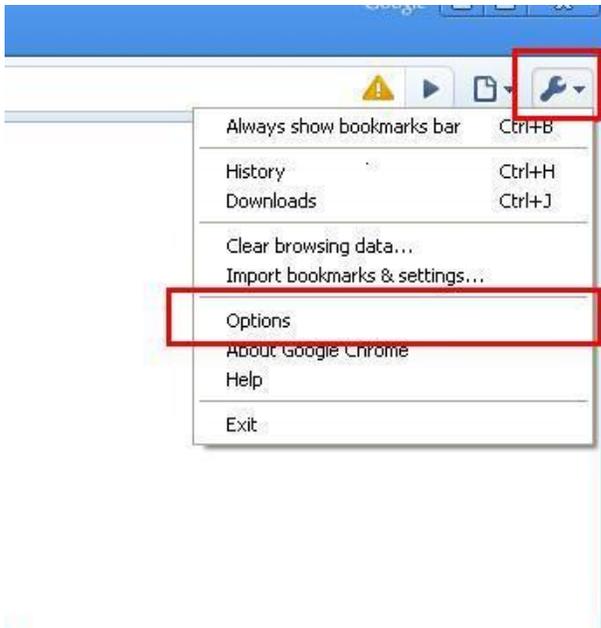


36. In the Filename box, type **Skyward Family Access** and click **Next**.

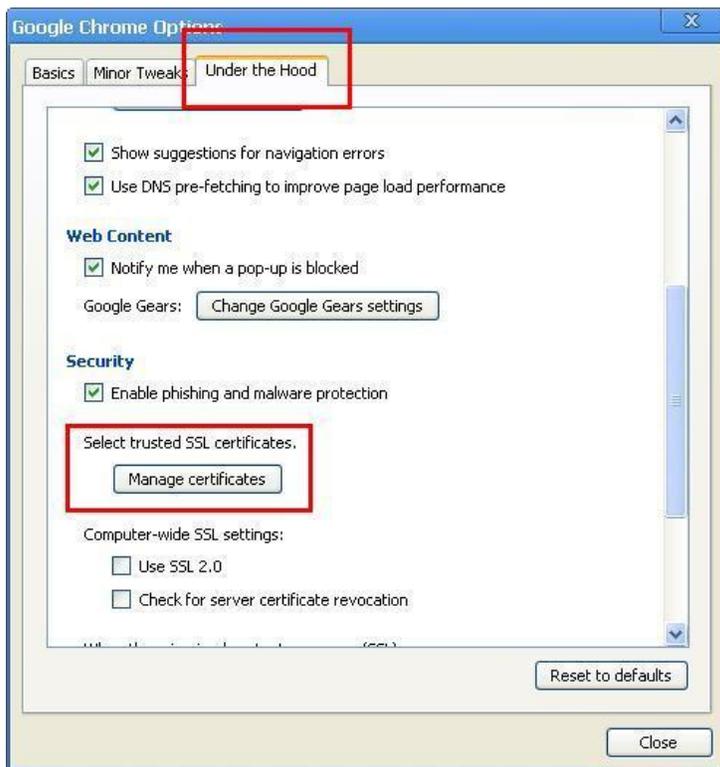


37. Click **Finish**. You should get an **Export Successful** message. Click **OK**.

38. In Google Chrome, click the **Wrench** Icon, and click **Options**.



39. Click on the **Under the Hood** tab and scroll down and click on the **Manage Certificates** button.

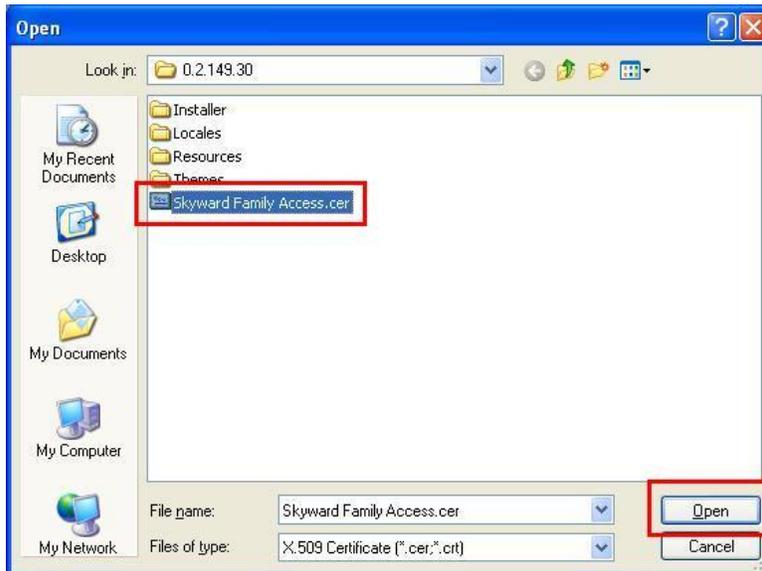


40. This will bring you to the **Certificate Import wizard**. Click the **Next** button.

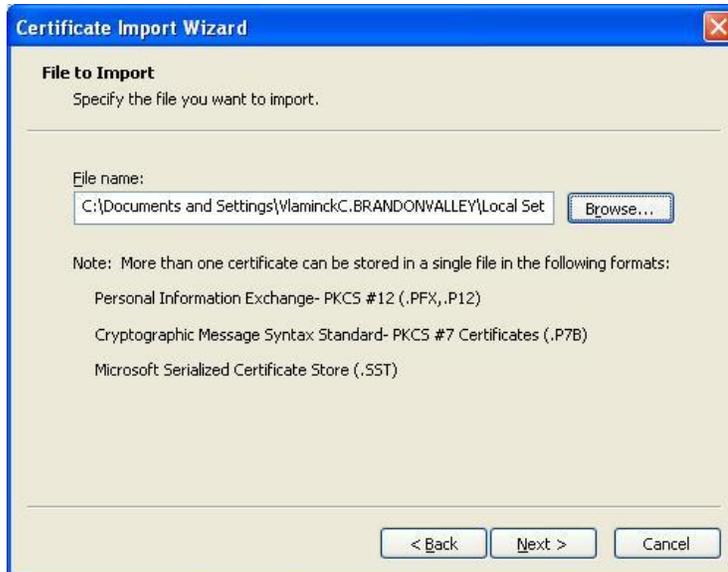
41. On the next screen, click the **browse** button to browse for the file you just created.



42. Select the **Skyward Family Access.cer** file, and click the **Open** button.



43. Click the **Next** button.



44. This Next step is **VERY** Important. Click on the **Browse** button, and select **Trusted Root Certification Authority**. If you select anything else, it won't install the certificate as a trusted certificate. Click the **OK** button.



45. Click the **Finish** button.  
46. You will get prompted with a Security Warning. Click **Yes** to install the certificate.  
47. You should get an **Import Successful** screen. Click the **OK** button.  
48. Click **Close**, and **Close** again.

You should be able to use Google Chrome normally again!

If you are using Internet Explorer 6, complete Steps 49 through 57.

49. Complete [Steps 6 and 7](#) above.

50. When you open the Family Access link, you should be prompted with the following Error. Click on the **View Certificate** button.



51. Click on the **Install Certificate** button.



52. Click on the **Next** button on the Certificate Import Wizard.

53. Leave the defaults, and click **Next** on the following window.

54. Click the **Finish** button.

55. You will be prompted with a Security warning. Click **Yes** to install.



56. You should receive an Import was Successful message.



57. Click the **OK** button to close the window.

You should now be able to use Internet Explorer and Family Access like normal!

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**If you are missing this Install Certificate button. Please complete the steps below.**



58. **Right-Click** on your Internet Explorer icon.



59. Select **Run as Administrator**, and click **Allow** to the warning.



[Click here to return to the Step 11.](#)

You should now be able to click on the Install Certificate button, and install the certificate like normal.

You should only have to “Run as Administrator” when you want to install the certificate. You don’t need to do this every time you want to use the internet.