

# Parent/Guardian Reference Guide

-Who to call or action to take for the fastest results-

Last Updated: 08/28/2020

Main Topic	Issue	Responsible Party	Notes
Online Registration	Portal Login	NEISD Help Desk (210) 356-4357	Please contact the NEISD Help Desk to speak with a technician directly as the Help Desk is not able to send password information through email or in response to a submitted Help Desk ticket!
	Registration/ Document Verification	The individual assigned at the campus	Please contact the campus office and ask to speak with the individual who can assist you with registration/document verification or Registration Status. <b>Note:</b> The NEISD Help Desk does not have access to this information and can only refer you back to the campus
	Registration Status		
	Document Uploads	Parent / Guardian (May require visit to the campus)	Please refer to the Document Upload User Guide at <a href="http://www.neisd.net/docupload">www.neisd.net/docupload</a> ***If you are unable to complete the upload, contact the Campus office to make an appointment to deliver the documents in person***
Skyward Family Access	Student Schedules	Student / Parent / Guardian (may need help from Counselor)	<b>To view schedules :</b> Please launch Skyward from <a href="https://www.neisd.net/skyward">https://www.neisd.net/skyward</a> <b>For schedule changes/conflicts:</b> Please contact the Counselor assigned to your student.
	Login issues	NEISD Help Desk (210) 356-4357	Please contact the NEISD Help Desk to speak with a technician directly as the Help Desk is not able to send password information through email or in response to a submitted Help Desk ticket!
	Slow/Unresponsive	Parent / Guardian	Please visit <a href="https://www.neisd.net/skyward">https://www.neisd.net/skyward</a> for the latest status information.
	How do I...? / General Questions	Parent / Guardian (utilizing User Guides)	Please visit <a href="https://www.neisd.net/skyward">https://www.neisd.net/skyward</a> to view the Skyward User Guides If you still need support, please contact the Help Desk at (210) 356-4357
	Missing Student/Multiple Accounts	Campus Data Processor (with assistance from their assigned Data Processing Specialist)	Please contact the Campus Data Processor as he/she is the only individual who can resolve these matters. The NEISD Help Desk does not have access to this information and can only refer you back to the campus. <b>NOTE:</b> The primary cause of missing students and/or multiple accounts is that students are registered under different primary accounts. (ex. John B. Doe is different from John Doe when it comes to the name of the account holder.)
Student Technology Loans	Device pick-up/drop-off	Campus Website / Campus Administration	The campus administration sets the dates and times for technology pick-up/drop-off. <b>All technology distribution and collection happens at the campus level.</b>
	Loaner Device Troubleshooting	NEISD Help Desk (210) 356-4357	A parent/guardian/student experiencing problems with their NEISD Loaned technology should contact the NEISD Help Desk for basic troubleshooting assistance with the technology itself. If an exchange is warranted, you will be asked to schedule a time with campus administration.
	Loaner Device Exchange	Campus Administration or other campus designated individual	The parent/guardian/student who checked out the device from the campus should contact the school to arrange for the exchange of a device that is not operational and/or is instructed to do so after contacting the Help Desk. Please note that devices are limited and there is no guarantee that you will receive the same type of device in exchange.

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Student Passwords	Password Change/Reset	<b>Change:</b> Student/Parent <b>Reset:</b> Campus Staff Member	<p><b>Change:</b> Please visit <a href="https://office.com">https://office.com</a> and login with NEISD student credentials. Click on the gear icon in the upper right-hand corner and select CHANGE YOUR PASSWORD.</p> <p><b>Reset:</b> Please contact your student's teacher or a campus administrator and ask them to reset the password if it has been forgotten.</p>
NEISD Notifications	Not receiving NEISD eBlasts or text alerts via Blackboard	<b>Parent / Guardian self-check</b> (may need assistance from Campus Data Processor if they can't edit their information) (may need OPT-IN assistance from the Help Desk)	<p>Please launch Skyward from <a href="https://www.neisd.net/skyward">https://www.neisd.net/skyward</a>, click on the Student Profile tile, and verify that your email(s) and phone number(s) are correct. If they are not, please correct them by clicking on the EDIT link next to "YOUR FAMILY INFORMATION" and then save your changes. You should start receiving notifications within 24 hours of the correction.</p> <p><b>If you are not able to edit your contact information:</b> please contact the Campus Data Processor to get your information into the system.</p> <p><b>If your information was already correct and/or you are still not receiving notifications:</b> please contact the NEISD Help Desk at (210) 356-4357 so that they can check your OPT-IN/OPT-OUT notification preferences.</p>
	Parent Surveys	Parent /Guardian self-check	<p>Check the slider portion of the District website at <a href="https://www.neisd.net">https://www.neisd.net</a> to see if there is a link to the survey that was missed.</p> <p>Please log in to Skyward from <a href="https://www.neisd.net/skyward">https://www.neisd.net/skyward</a>, click on the Student Profile tile, and verify that your email(s) and phone number(s) are correct. If they are not, please correct them by clicking on the <b>EDIT</b> link next to "YOUR FAMILY INFORMATION" and then save your changes. You should start receiving <b>applicable*</b> messages within 24 hours of the correction; however, you will not receive the notification that was missed. If you are not able to edit your contact information, please contact the Campus Data Processor to get your correct information into Skyward.</p> <p>After exhausting these options, you may email <a href="mailto:survey@neisd.net">survey@neisd.net</a> for further assistance.</p> <p><small>*Some surveys may only be sent to specific groups of parents (i.e. Elementary School Parent survey), to a sample group (a certain % of parent contacts), or to only one parent/guardian to limit survey responses to one per family/student.</small></p>