How to set up Skylert notifications in Skyward Family Access

Skylert is the district's automated notification system that provides emergency alerts, attendance notifications and other informational alerts via phone call, e-mail, social media, and/or SMS (text message). Parents/guardians have a great deal of control over how to receive these messages. This can be configured as shown in this guide.

To begin, you will need to login to Skyward Family Access at http://www.hesp.net under "Skyward"
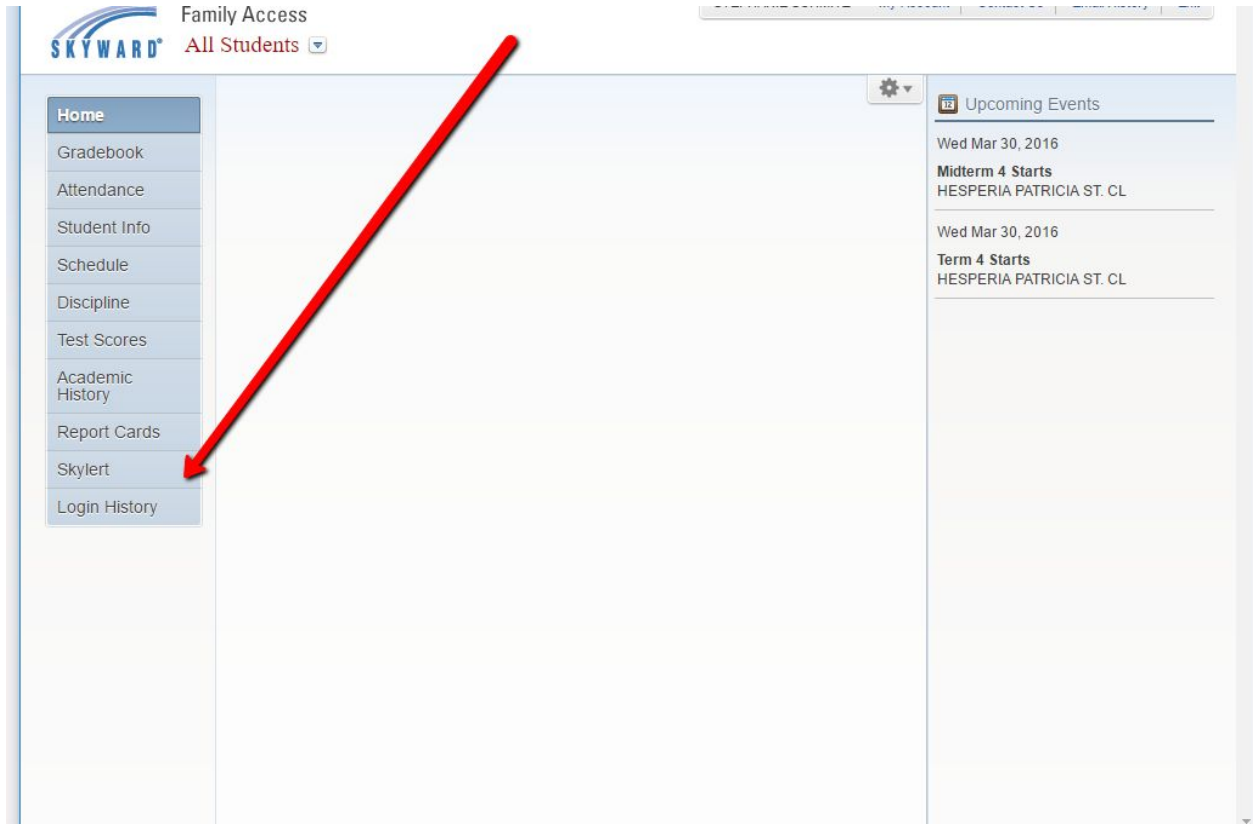

Login with your Username and Password

If you don't have Skyward Family Access currently set up please contact the school office.

Setting up Skylert options:

After logging into your Skyward Family Access account you should see a screen that looks similar to the one below. From here, click on the Skylert option on the left.

A Skylert screen similar to the one shown below will be displayed. This shows your current settings for receiving notifications. To set options for which notifications you wish to receive, simply check the box in the appropriate column.

Once in Skylert, you will have access to several fields. For each method of communication (phone, e-mail or text message) you have the option to select which type of communications you want to receive at that number/address.

- Emergency notifications are only used in the event of an emergency situation where student safety could be at risk.
- Emergency notifications CANNOT be disabled for the Primary Guardian contact information.
- Emergency calls may be made any time of the day or night but will typically be made no earlier than 5:00AM nor later than 10:30PM.
- General notifications will typically be made during late afternoon or early evening (2:00-8:00PM).General notifications are those relating to school events, practices, issues, etc. For example, if your child is on the basketball team, you may receive a notification that practice was cancelled or a game was postponed due to weather.
- By default, text messages are NOT sent. If you wish to receive text messages, enter your phone number where messages are to be received in the "Text Message Numbers" area. Enter ONLY numbers – no dashes, spaces, parenthesis or other characters.

Please note that the Attendance notifications option may not be utilized in all buildings.

If there is another phone number that needs to be called that doesn't appear in your other notification fields, you can add that to Additional Phone 1. When multiple phones are selected, the system will call each phone number, starting with the Primary Phone and continue through the list up to three times until it receives an acknowledgement that the message has been received. It is usually a good idea to have an emergency contact listed under the Additional Phone area in case none of your other phones are reachable.

If you want to add more phone numbers, email addresses or two text message (SMS) numbers, please log into Skyward Family Access as the other parent/guardian. Example: If you are logged into Skyward Family Access as the Mother, you'll log out after saving your modifications and log into Skyward Family Access as the Father and repeat to add more phone numbers, email addresses or SMS numbers.

When finished with your changes, make sure you **click Save**.